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1. **AUTHORITY:**

**Constitution of the State of Arizona, Article IX, Section 7**

**A.R.S. 35-101**      **Definitions**  
**A.R.S. 35-131**      **Accounting system; reports; forms**  
**A.R.S. 35-181.01**   **Presentation, approval and payment of claims and payrolls; etc.**  
**A.R.S. 35-181.02**   **Audit, adjustment and settlement of claims; procedures for rejection**  
**A.R.S. 35-182**      **Certification of claims**  
**A.R.S. 38-464**      **Authorization for payment of salary; limitation**  
**A.R.S. 38-601**      **Effect of payment of legal salary**  
**A.R.S. 38-621**      **Persons eligible to receive travel expenses**  
**A.R.S. 38-622**      **Authorization for travel; claims**  
**A.R.S. 38-624**      **Lodging and per diem subsistence allowance; etc.**  
**A.R.S. 38-626**      **Travel without the state; approval; exemptions**  
**A.R.S. 41-722**      **Powers and duties relating to finance**  
**A.R.S. 41-732**      **Duties relating to general accounting activities**  
**A.R.S. 41-763**      **Powers and duties of the director relating to personnel**  
**A.R.S. 41-1104**     **Travel reimbursement and subsistence for members of legislature, etc.**  
**Opinion of the Attorney General, Number R75-33, page 90, 1975-1976**

2. **DEFINITIONS:**

- a. **Agency Head** - The chief executive officer of any agency, board or commission, who approves out-of-state travel (A.R.S. § 38-626), travel advances and employee applications for the State Contracted Corporate Card. Any delegation of this authority must be documented in writing, maintained by the agency and be available for review or audit.
- b. **Commute Miles** - The distance between an individual's residence and **his or her** post of duty.
- c. **Conference Designated Lodging** - The hotel at which the conference is being held or the hotel(s) specified in the conference brochure. Accommodations at alternate hotels in the immediate vicinity of the conference may be considered as conference designated lodging when no vacancies exist at the recommended hotel(s). In other words, if all of the hotels listed in the conference brochure are full, then the traveler may use a nearby hotel whose cost is no greater than the lowest single room rate for the actual conference hotel or the allowable rate for that city. See Section II-D-2, page 3, 1.b.(7) for State sponsored conferences.
- d. **Director** - The Director of the Arizona Department of Administration and the Director's designee with respect to applicable functions.
- e. **Duty Post** -
  - (1) **Employee** - The place an officer or employee spends the largest portion of his regular working time or the place to which he returns on completion of a special assignment. An employee who has more than one place of work on a regular basis is deemed to have multiple duty posts. A duty post may also be a geographical area, such

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as a patrol area or beat, different campuses or teaching locations or where the same routes are traveled frequently on one day trips.

(2) Others - “Members of boards, commissions, authorities, councils and committees who are not full time employees of the agency served by the board, commission, authority, council or committee shall be deemed to be their place of residence.” (A.R.S. § 38-621B).

f. Frequent Traveler - Generally defined as a traveler who incurs meals and lodging expenses and who is in overnight travel status at least once quarterly. However, agency heads have the discretion to define this for their **agencies** on a case by case basis. It is the responsibility of agency management to determine which employees meet this **criterion**.

g. Governing Authority

(1) For any Legislative member, officers and employees of the Legislature, the Legislative Council, Joint Legislative Budget Committee members and employees, and other Legislative interim committee members the governing authority is the Presiding Officer of either house of the Legislature or authorized delegate.

(2) For university employees, the governing authority is the president of the respective university, if delegated by the Governor.


(3) For all other travelers, the governing authority is the Governor, or the Director of the Arizona Department of Administration, if delegated by the Governor.

h. JLBC – Joint Legislative Budget Committee.


i. Meal allowance or meal reimbursement - In accordance with the Opinion of the Attorney General, Number R75-33, a meal allowance or meal reimbursement is that amount actually spent for a meal, not to exceed the maximum amount allowed for such meal. The maximum amounts to be allowed or reimbursed are set by the JLBC and detailed in the Arizona Accounting Manual, Section II-D-6.

j. Meals and Incidental Expenses (M&IE) - The cost of meals and incidental costs, including gratuity, laundry, tips etc. while in travel status that will be reimbursed in accordance with the State Travel Policy.


k. Residence - The actual dwelling place of an individual without regard to any other legal or mailing address. An individual required to reside away from their primary residence due to official travel away from their duty post may continue to claim such domicile as their residence if said residence is either inhabited by their dependents, or is held vacant at tangible expense. No reimbursement for lodging or other expenses shall be allowed on the premises of an individual's residence. In the event an individual is on field assignment away from his designated duty post in a location in which he maintains a second residence, the agency head may, for the period of the assignment, designate such residence as the primary dwelling place.

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- l. State Contracted Corporate Card - A corporate card provided through State contract to State employees (individual's card). The card is to be used primarily to finance authorized travel related costs incurred while traveling on State business.
  - m. State Contracted Corporate Ghost Card - A corporate account number (not a physical card) provided through State contract to State agencies. The ghost card is to be used only to finance the cost of airfare for travel on official State business.
  - n. State Contracted Travel Agent - A travel agent with which the State has contracted to provide travel related services.
  - o. **State Travel Policy** – Those sections of the following publications dealing with matters of travel and lodging: the Arizona Revised Statutes; the Arizona Administrative Code; the Arizona Accounting Manual; and, Technical Bulletins issued by the General Accounting Office of the Arizona Department of Administration.
  - p. Telecommuter - An individual with one or more alternative duty posts, one of which generally includes his or her home. Telecommuters are not in travel status when working at or traveling to or from one of his or her alternative duty posts.
  - q. Time references - All times referred to in this manual shall be considered to be at the primary post of duty, i.e., Phoenix, Tucson, Flagstaff, etc.
  - r. Travel status - For a State employee to be in travel status, the employee must be conducting necessary State business requiring approved travel.
    - Except as otherwise may be herein provided, to be eligible for reimbursements for meals and incidental expenses and lodging, the traveler must be 35 or more miles away from both his or her residence and duty post when the services are purchased and consumed (in the case of meals and other tangible goods) or used (in the case of lodging and other services).
    - While conducting State business away from one's home and duty post, an individual may (subject to an adjustment for commute miles, when having departed from one's home) be entitled to a mileage reimbursement.
  - s. Traveler - Every public officer, deputy or employee of the State, or any department, institution or agency thereof, and member of any board, commission or other agency of the State who is in travel status (A.R.S. § 38-621A).
3. GENERAL TRAVEL PRINCIPLES:
- State agencies may authorize employee travel in accordance with the following principles:
- All State travel arrangements should reflect an understanding of the State Travel Policy and of the State contracts for travel agency services and corporate card services.

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- **When travel is necessary for personal contact, observation or intervention, the most economical method of conducting official State business should be selected.**
- **When State employees are attending out-of-State conventions or meetings that are directly related to the job, the travel should be limited to essential personnel, as defined by the agency.**
- **If needed, agency management should draft policies and procedures to cover circumstances particular to their agencies and to the successful accomplishment of the missions of their agencies. Agency policy documents should address issues such as employee shifts while employees are in travel status, definitions with respect to in-State and out-of-State destinations, and any unique approval requirements. Agency policy documents should complement the State Travel Policy. Agency policy documents may be more restrictive, but not more liberal, than the State Travel Policy. Agency policy documents must be approved by the Arizona Department of Administration prior to implementation. Whenever there are changes to State policy that may have some bearing upon a previously approved agency policy, the agency policy must be resubmitted to the Arizona Department of Administration for reapproval. The approvals of agency policy documents must be retained for audit purposes.**
- **In general, the most practical travel alternative is that which results in the traveler's spending the least time away from his or her duty post.**
- Employee travel, in-state and out-of-state, is conducted according to the State Travel Policy regardless of funding source.
- When an employee of a State agency (the primary agency) travels on State business for another agency (the secondary agency):
  - (a) the primary agency processes the traveler's claim.
  - (b) the primary agency sends a copy of the travel claim to the secondary agency along with an interagency transfer form (GAO-614), indicating the amount of travel-related expenses to be reimbursed.
  - (c) the secondary agency completes the transfer to reimburse primary agency for the amount of the travel claim.
  - (d) the primary agency's expenditures are then reduced by the amount of the transfer.
  - (e) reimbursement from the secondary agency is not made directly to the traveler and shall not exceed actual expenses incurred.

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- It is recommended that Travel Reimbursement Claims be submitted to the agency accounting office within 5 days after the end of the trip, provided that the agency travel policy allows it. However, travel claims should be submitted at least every 30 days (monthly) to assure timely processing. Agencies may establish their own submission policies. If a travel claim is submitted that is over a year old, the agency may or may not have remaining funds to honor the travel claim.

All documentation related to official state travel must be maintained for audit purposes and examination by the public for a period of not less than 5 years or federal audit whichever is longer.


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The following policy is to be utilized by travelers who are contemplating traveling **within** the State.

In-State Travel - Each agency is responsible for providing direction and information concerning travel to their personnel, subject to the limitations of the travel and expense allowances outlined below. Authorization may be for one employee or for a number of employees.

**In-state travel may include travel on official business into adjoining states, provided that such travel is performed entirely within an area not to exceed, at any point, one hundred miles from the Arizona border. Agency management makes this determination based upon the reimbursement rates for lodging and meals in the area of travel as well as other considerations. The in-state default rates apply to such travel within 100 miles of the border and such travel does not require approval by the governing authority. Additionally, such travel does not require that the governing authority approve state vehicle or private vehicle use within that 100 mile area. This type of travel would be done as though the traveler had never crossed the Arizona border.**

Contracted Travel Agent - For in-state travel, State agencies are required to utilize the State Contracted Travel Agent when airline, bus or rail service is needed. No other travel agency may be used. Agencies may utilize the State Contracted Travel Agent for in-state lodging, car rental and a variety of other travel needs.


Limitations - Reimbursement is limited to expense of travel by the most direct and usually traveled route; by the most economical means of transport. That portion of any travel which is by indirect route, which is not in the best interest of the State, or is for personal business will not be reimbursed. Excess travel time will be charged to annual leave. Travel expenses may be paid directly to the State Contracted Travel Agency, lodging establishment, or restaurant. However, the State Contracted Corporate (Ghost) Card may be used to pay airfare only. Expenses paid in this manner are subject to the rate schedules and guidelines established in this travel policy. When submitting a claim for a direct payment, the traveler(s) for whom the direct payment was made must be referenced. Itemized lodging receipts are required for payment of lodging expenses.

# 1. LODGING - IN - STATE

## a. Eligibility for Reimbursement

The individual must be in authorized travel status to be reimbursed for lodging cost. Lodging costs incurred within a 35 mile radius of his/her designated duty post and residence will not be reimbursed unless an emergency exists, the agency head recommends approval and the traveler receives approval from the Arizona Department of Administration prior to the **expense's being incurred.**

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Lodging must be at a commercial establishment and the individual is required to request the lowest available rate. (Government, Commercial, Corporate, etc.)

Receipts:

- (1) **In general, the commercial establishment's original itemized lodging receipt is required; corporate or credit card receipts in lieu of the original receipt will not be accepted. The lodging receipt must be itemized and must include the name, address and telephone number of the establishment.** It is the traveler's obligation, upon checking into the establishment, to assure him- or herself that the establishment can provide a receipt containing the required information. If the establishment's receipts do not carry the required information, the traveler must, upon check in, request that the establishment provide the required information on the establishment's letterhead.

If a room is shared by two or more travelers, reimbursement is to be claimed as follows:

- Each traveler should obtain a separate original lodging receipt for each traveler's portion of the lodging cost. The total of the two (or more) lodging receipts cannot exceed the total lodging cost. When a room is to be shared, the travelers should request separate receipts in advance (when they register) from the lodging establishment.
  - If the establishment cannot issue original receipts, one traveler may submit the original lodging receipt and the other traveler(s) may submit photocopies. However, each receipt (original and photocopies) must be marked "Shared Lodging" and must include the names of all travelers sharing the room. Photocopies must be signed by the traveler, his supervisor and an authorized agency signer. No photocopies will be accepted without these original signatures.
  - Or, if the establishment cannot issue separate original lodging receipts, one traveler may submit the original receipt for the total lodging cost. The lodging receipt must indicate the names of all State travelers who shared the room.
- (2) If the original lodging receipt is lost or destroyed, a photocopy may be submitted with the statement, "Treat as an Original". The photocopy must be signed by the traveler, his/her supervisor and an authorized agency signer.
  - (3) If the original receipt is lost and a photocopy is not available and a copy cannot be obtained from the lodging establishment, then a copy of the canceled check or corporate card receipt is required showing the employee paid for the lodging. In addition to the canceled check or corporate card receipt, a letter must be prepared by the supervisor in lieu of the original or photocopy of the lodging receipt. The letter must contain the name of the traveler, the dates of the travel, the name,

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address and telephone number of the lodging establishment, cost per night and the total cost of the lodging.

The letter should also include the reason(s) why an original or photocopy of the lodging receipt is not available. This letter should also be signed by an authorized agency signer.

- (4) Benefits from any lodging promotion (such as free days lodging) are the property of the State agency and must be turned in.

b. Reimbursement Amounts

- (1) The reimbursement amount includes room charges and applicable taxes. The reimbursement may not exceed the listed maximums plus tax for cities included in the "Rate Index", or for the default amount, plus tax if cities are not listed in the index. (See Section II-D-6) The city to be used under the "Rate Index" is determined by the address on the lodging establishment's statement.
- (2) The "Rate Index" will be updated periodically (usually annually).
- (3) When lodging is shared, reimbursement per person shall not exceed the amount allowable per person at the single room rate plus tax.
- (4) When lodging is shared with an individual not on State business (such as a spouse) reimbursement shall not exceed the single room rate plus tax.
- (5) Individuals required to stay at a conference designated hotel may be reimbursed the least expensive (single room) conference lodging cost plus tax, provided the brochure from the conference indicating the lodging rates accompanies the lodging receipt.
- (6) If an agency head or delegate determines in writing that a situation exists which makes compliance with the maximums impractical, and the governing authority approves, actual lodging cost may be reimbursed.
- (7) Conferences sponsored by the State of Arizona (i.e., agencies, boards or commissions) that require attendees to stay overnight may not be held at a commercial establishment where the lodging rate is above the maximum lodging rate plus tax allowed by the travel policy unless an exception is granted, in advance, by the governing authority.
- (8) Reimbursement shall not exceed the actual amount of travel-related expenses.

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c. Conferences and Meetings

Receipts for registration fees are to be submitted with the claim if paid by the travelers at the conference. Individuals may be reimbursed conference lodging costs, provided a conference brochure indicating lodging rates and meals provided at the conference accompanies the travel claim. Reimbursement for lodging may not exceed the least expensive single-room rate plus tax published in the conference brochure for the conference designated lodging establishment.

d. Long Term Subsistence


Individuals temporarily assigned to one duty locale which is in excess of 35 miles from their residence and regular duty post for periods of not less than 30 days (A.R.S. § 38-624), will be reimbursed as follows:

- (1) Travelers are allowed regular lodging and M&IE allowances for a period not to exceed seven days while arranging for long term assignment accommodations.
- (2) In-State: Lodging includes all related costs such as electricity, gas, water, telephone, etc. Receipts are required for all of these charges regardless of who pays the cost. The itemized portion of the telephone bill must accompany the reimbursement claim if more than the monthly service charge is to be reimbursed. See Section II-D-6 for reimbursement rates.
- (3) Mileage is not reimbursable if the traveler returns to his/her residence during long term subsistence travel. M&IE not reimbursable when the traveler is at his/her residence.

2. LODGING/M&IE REIMBURSEMENT RATES

Using the Rate Index Section II-D-6:


- a. Locate the State then City to which the employee will travel.
- b. If the specific city is listed in the guide, use Lodging and M&IE rates.
- c. If the city is not listed, refer to the county in which the city is located and use the applicable rates.
- d. If the county is not listed, apply default rates (See Section II-D-6).

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### 3. **MEALS AND INCIDENTAL EXPENSES (M&IE)**

- a. **General Terms and Conditions** – Definitions of normal shifts, workdays and travel days are applicable only in the context of interpreting State travel policy and are not to be applied to the calculation of the number of hours worked or for the computation of compensation or benefits.

- (1) **Eligibility for Reimbursement** – To be eligible for reimbursement, the individual must be in authorized travel status for a period of at least four (4) continuous hours (as discussed below, longer periods of travel status may be required). The meal for which reimbursement is sought must be purchased and consumed 35 miles or more from both the traveler's home and duty post.
- (2) **Normal Shift** – An employee's normal shift is defined by the schedule he or she is typically assigned to work. An employee's normal shift is defined by his or her agency and may be for a daily period of more or less than eight hours. Examples of full-time shifts include the traditional week (of five eight-hour days), the 9-80 (in which the employee works one week of five nine-hour days alternating with a week of three nine-hour days and one eight-hour day) and flex-time shifts (such as a week of four nine-hour days and one four-hour day). In computation of length, shifts do not include meal breaks. (A day on which an employee starts work at 8 a.m., takes an hour-long lunch break, and finishes at 5 p.m. is an eight-hour shift even though nine clock hours have elapsed between the employee's arrival at and departure from the work site.)
- (3) **Workday** – For purposes of State Travel Policy, an employee's workday encompasses the hours actually worked on a given day, irrespective of his or her normal shift.
- (4) **Travel Day** – For purposes of State Travel Policy, a travel day is the employee's workday extended by that time the employee is in travel status though not working. (The following example will illustrate the distinction between normal shift, workday and travel day: An employee normally works a traditional week that begins at 8 a.m. and ends at 5 p.m. The employee attends a three-day, out-of-state conference. Each day, the conference begins at 9 a.m. and ends at 4 p.m. and includes an hour-long luncheon break. The employee leaves home the first day of the conference at 5 a.m., catching a 6:30 a.m. flight to the city in which the conference was to be held. On the last day of the conference, the employee catches a return flight and arrives at his home at 8 p.m. The employee stays in a hotel the first and second nights of the conference. Each of the employee's three workdays is six hours long (9 a.m. to 5 p.m., less the hour lunch). His or her travel day is nineteen hours long on the first day of the conference (5 a.m. to midnight), twenty-four hours long on the second (midnight to midnight) and twenty hours on the third (midnight to 8 p.m.).)

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- (5) **Amount** – The amount to be reimbursed is that which the traveler actually spent for the meal up to the amount allowed for the meal under consideration as provided by the Legislature and codified in this manual. The amounts allowed for meals are not intended to cover the entire cost of a meal taken while in travel status. The amounts are calculated to compensate the traveler for the estimated difference between the cost of a meal taken on the road and the cost of a meal prepared at home or purchased at a cafeteria operating in a State facility.
- (6) **Overnight Travel** – A continuous state of traveling or of being in travel status that spans two calendar days.


**b. Meal Allowances**

- (1) **General**—Regardless of any circumstance or condition, a traveler may not claim reimbursement for more than three (3) meals in any single calendar day or in any period of twenty-four (24) consecutive hours. Reimbursement of meals and incidental expenses shall not exceed those amounts allowed by State Travel Policy. Except as may be otherwise specifically herein provided, to be reimbursed, meals must be purchased and consumed more than thirty-five (35) miles from both the traveler's home and duty post. To be reimbursed for any meal, the traveler must show where and when the trip began and ended.
- (2) **Full Day Allowances** – Except as may be otherwise provided, a travel day of fourteen (14) or more hours shall be considered a full day and entitle the traveler to reimbursement for up to three (3) meals. Exceptions include circumstances under which the traveler is by some other means (such as meals served at a conference or on a plane) provided one or more meals during the course of a day.
- (3) **Partial Day Allowances** – When the travel day is less than a full day as described above, the following guidelines shall be applied to the reimbursement of amounts spent for meals:
- (a) **Breakfast** – Breakfast qualifies for reimbursement up to the lesser of the amount actually spent for the meal or the amount allowed for this meal when:

*either:*

1. Travel begins two (2) or more hours before the start of the traveler's normal shift; and
2. The traveler's travel day is at least ten (10) hours long; and
3. The traveler's travel day is at least two (2) hours longer than his or her normal shift; and
4. The traveler is in travel status for at least four (4) continuous hours.

*or:*

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1. The traveler, having been in travel status continually from the previous day's overnight travel, remains in travel status for at least two (2) hours before returning to his or her home.

- (b) **Lunch** – Lunch qualifies for reimbursement up to the lesser of the amount actually spent for the meal or the amount allowed for this meal when:

1. Travel begins either before or not later than four (4) or fewer hours after the start of the traveler's workday; and
2. The traveler's workday, uninterrupted except by lunch, has a length of at least eight (8) working hours; and
3. Traveler is in travel status for at least six (6) continuous hours; and
4. Lunch is purchased and consumed at least two (2) hours but not more than eight (8) hours after the earlier of the beginning of the workday or the time when travel status began.

- (c) **Dinner** – Dinner qualifies for reimbursement up to the lesser of the amount actually spent for the meal or the amount allowed for this meal when:

*either:*

1. Travel extends two (2) or more hours after the end of the traveler's normal shift; and
2. The traveler's travel day is at least twelve (12) hours long; and
3. Traveler is in travel status for at least four (4) continuous hours.


*or:*

1. Traveler leaves from his or her duty post for overnight travel.

*or:*

1. If the traveler leaves for overnight travel from some location other than his or her duty post, the time of traveler's departure is no more than two (2) hours after the end of the traveler's workday.

- c. **Special Schedules** – If circumstances require, a specific, detailed, written request for a different schedule may be submitted to the Arizona Department of Administration for review and approval. Such requests must specify in which ways the policy as contained in State Travel Policy is unworkable or inapplicable. Requests for special schedules must clearly outline the proposed amounts to be reimbursed for each meal and the procedures to be employed to determine an employee's eligibility for reimbursement. Requests must be approved by the Arizona Department of Administration prior to implementation. Whenever there are changes to State policy that relate to a previously approved special schedule, the special schedule request must be resubmitted for approval to the Arizona

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**Department of Administration.** The approval of the special schedule must be maintained for audit purposes.


- d. **Meals Provided** - The traveler is not entitled to a meal allowance for substantial meals provided free at a state institution, on an airplane, included in conference registration fees or provided on a complimentary basis by the facility at which one is lodged. A substantial meal is one that contains a serving of protein in the form of meat, poultry, fish, seafood or eggs. Meals satisfying special dietary needs will generally be provided by airlines, conferences, hotels, etc. if requested by the traveler. It is the traveler's responsibility to make, on a timely basis, the necessary arrangements for such special meals. If the traveler's request for a meal satisfying a special dietary need is denied, in order to claim a reimbursement for a meal expenditure, the traveler must provide a statement that details and certifies: to whom such request was made; by whom such request was denied; the reason given for the denial; and, the special dietary needs of the traveler that could not otherwise have been accommodated.
- e. **Meals at Conferences, Seminars and Symposiums** – Reimbursements for meals at conferences, seminars and symposiums in excess of published rates may be made, at the discretion of the Department of Administration, when:
  - (1) The charge for the meal is not included in the conference fees; and
  - (2) The meal features a speaker, formal panel discussion or other activity integral to the purpose of the conference.

This section shall not be interpreted to encompass expenditures on recreational or social activities that may be offered in connection with, but are not integral to, the conference.

In order to be reimbursed for such expenditures, the traveler must submit with his or her travel claim:

- (1) Proof of his or her expenditure for the amount claimed; and
- (2) A copy of the conference brochure or agenda showing the nature of the activity that was presented or conducted during the meal and the amount charged for such meal.

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**f. Variances for Lunch Reimbursements**

As a variance from policy, a meal reimbursement for lunch may be granted even though the meal is purchased and consumed within 35 miles of either or both the employee's home or duty post if:

- (1) The director of the employee's agency determines that, in terms of economy or efficiency, it is in the best interest of the State to reimburse the employee; and
- (2) The director of the employee's agency files a written request for a variance with respect to a given employee or class of employees; and
- (3) The Arizona Department of Administration approves the variance before expenditures to be reimbursed are incurred.


The request for variance must provide the following information:

- (1) The reason for the request and why the State Travel Policy as it applies to reimbursement for lunch expenditures is uneconomical or inefficient under the circumstances that apply; and
- (2) The estimated per transaction savings in terms of cost or efficiency that would be realized by the State in granting the variance; and
- (3) The individual or class of individuals to which the exemption is to be applied; and
- (4) In the case of requests involving classes of individuals, the total number of employees to be affected; and
- (5) The estimated total annual financial impact on the State that the implementation of such a variance would have.

The request, if granted, will be effective for the remainder of the fiscal year and must be renewed annually. Requests for variance, the sole aim of which is to avoid an administrative burden, will not be approved.

- g. **Policy Exceptions** – Exceptions from State Travel Policy as it applies to the reimbursement of meals must be submitted to the Arizona Department of Administration in writing. Exception requests must specify the reason for the request and indicate why the policy as outlined above is unworkable or inapplicable under the circumstances that apply. The approval of the exception to State Travel Policy must be maintained for audit purposes.

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g. Meal Allowance Index

- (1) See Section II-D-6 for reimbursement rates.
- (2) When an employee is entitled to reimbursement for three consecutive meals on any one day, the amount expended for any particular meal is left to the employee's discretion. The total for all meals claimed may be shown as a lump sum for each calendar date, but may not exceed the amount allowed for a particular location.
- (3) Requests for reimbursement of meals that are for less than the full day allowance are to be done in accordance with the reimbursement schedule included in Section II-D-6.

h. Examples

- (1) State Employee Alfred Alpha, whose duty post is in Phoenix, works a normal shift that begins at 8:00 a.m. and ends at 5:00 p.m. Alfred traveled to Flagstaff on State business. He left his home at 4:30 a.m. having stopped for a \$4.75 breakfast on the way to Flagstaff. Once he concluded his business in Flagstaff, Alfred returned to his duty post in Phoenix, arriving there at 12:30 p.m. Alfred has a \$5.25 lunch in the cafeteria where he works. He finishes his day at 5:00 p.m.

Alfred should claim a reimbursement for breakfast for \$4.75.

- Travel began two or more hours before his normal shift;
- Alfred's travel day was at least ten hours long;
- His travel day was at least two hours longer than his normal shift; and
- He was in travel status for at least four continuous hours.


- (2) Betty Beta, a State Employee who works in Phoenix, is on flextime. She normally works four 10-hour days each week. Her normal shift starts at 6:00 a.m. and ends at 5:00 p.m. Betty drove to Yuma for a 3-hour long meeting with State officials. Betty began her drive at 4:30 a.m. She stopped in Ajo and bought breakfast for \$5.25. After her meeting, Betty drove back to Phoenix, stopping, again in Ajo, for a \$3.50 lunch. She arrived in Phoenix at 2:00 p.m. and worked until 5:00 p.m.

Betty should *not* claim a reimbursement for her breakfast.

- Travel did not begin two or more hours before her normal shift; and
- Betty's travel day was not at least two hours longer than her normal shift.

Betty can claim a reimbursement for her lunch.

- Travel began before the start of her workday; and
- Betty's workday was at least eight hours long; and
- Betty was in travel status for more than six hours; and
- The meal was purchased and consumed not more than eight hours after the time travel status began.


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- (3) Ephraim Epsilon works at the State Capitol. Ephraim's normal shift starts and 8:00 a.m. and ends at 5:00 p.m. One day, Ephraim started his day at 7:00 a.m. and traveled to a State correctional facility more than 35 miles from both his home and his duty post. His lunch was provided to him by the facility. On his way back to Phoenix, he stopped at a restaurant at 5:00 p.m. and had dinner. He arrived at the Capitol at 6:30 p.m. and left for home fifteen minutes later.

Ephraim should *neither claim nor receive* a reimbursement for dinner.

- Travel did not extend two or more hours after Ephraim's normal shift; and
- Ephraim's travel day was not at least twelve hours long.

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#### 4. TRANSPORTATION

Allowable expenses are for common carrier fares, privately-owned motor vehicle or aircraft mileage, bridge and road tolls, necessary taxi, bus or streetcar fares, motor vehicle rental, aircraft rental, and necessary parking fees. A.R. S. § 38-623.

Reimbursement will be made only for the method of transportation **that** is in the best interest of the State considering the travel expense as well as the traveler's time. When more than one traveler uses the same motor vehicle, only one claim for mileage reimbursement will be allowed.


- a. Driver's License - A valid driver's license is required if the traveler is driving a State, private or rented motor vehicle on State business. The supervisor's signature on the travel claim is prima facie evidence the supervisor has verified that the traveler has a valid driver's license. To satisfy insurance requirements, the traveler must enter his driver's license number on the travel claim when requesting reimbursement. If you are a passenger and at no time during the trip drove, a license number is not required on the travel claim.

The Arizona Department of Administration, Risk Management Section has information available regarding how agencies can request their **employees' updated drivers' histories** through the Motor Vehicle Division (MVD). Insuring that ALL drivers who operate either a state vehicle or personal vehicle on state business possess not only a valid Arizona drivers license, but maintain an acceptable driving history, is an essential element of a successful Fleet Safety Program. Supervisors' diligence in collecting, evaluating and acting on this information is critical to the success of reducing future automobile accidents and related liability. Interested agencies should contact the ADOA, Risk Management Office for details.

- b. Mileage Reimbursement Rates - Reimbursement rates for both privately owned motor vehicles and privately owned aircraft are set by the Arizona Department of Administration with the approval of the Joint Legislative Budget Committee.

- (1) The reimbursement rate for motor vehicles is included in Section II-D-6.

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- (2) The reimbursement rate for privately-owned aircraft is also included in Section II-D-6 and is based on the shortest air route from origin to destination. Landing and parking fees are allowed except at the location where the aircraft is normally based.

c. Privately-Owned Motor Vehicle

- (1) A traveler using a privately-owned vehicle for State business with supervisory approval may receive mileage reimbursement regardless of eligibility for lodging or M&IE reimbursement. (Mileage may be reimbursed for conducting State business within a 35 mile radius of duty post, with supervisory approval.)
- (2) When traveling on state business, travel begins or ends at the individual's residence, reimbursement mileage is computed as the mileage for the most direct route to the destination less the commute mileage **to or from** the designated duty post.


Commute mileage is to be based on no more than one round trip to duty post per day.

Commute miles must also be deducted on week ends if you are traveling on state business and are receiving compensation. Compensation includes overtime (whether time and a half or straight time) or whether you are compensated at a rate which provides salary regardless of the amount of time you spend on the job. The latter is usually individual in uncovered state service but may include other individuals excluded from the Fair Labor Standards Act (FLSA). See FLSA categories for determination of overtime status (generally located in personnel offices).

Travel claim must include full residence address including city and zip code and full duty post address including city and zip code, or state that a daily travel log is on file and where that file is located, to ensure proper computation of commute miles.

- (3) A traveler assigned to multiple duty posts is eligible for mileage reimbursement for travel to a duty post that is outside a 35 miles radius from his residence. The reimbursement is limited to the mileage in excess of 35 radial miles. Therefore, you must deduct 35 miles when traveling as commute miles since the residence is generally considered as part of the multiple duty posts.

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- (4) When a privately owned motor vehicle is authorized for travel, reimbursement will be at the rate set by the Arizona Department of Administration and approved by the Joint Legislative Budget Committee computed by odometer readings or official State highway maps. Map mileage may only be used BETWEEN cities and towns. If map mileage is used, enter "Map Mileage" in place of odometer readings. Commute miles must be deducted from map mileage, when applicable. The use of internet mapping programs to determine map mileage is permissible provided that a printout of the program showing the addresses and the calculation is included with the travel claim. Such programs can be located on the internet under the travel section by looking for map or mapping program indicators.
- (5) Mileage claims for use of privately-owned motor vehicles shall specify the complete street address, city and state in the "Departed From" and "Arrived At" columns on the claims form. General terms such as "Phoenix" or "Tucson and Vicinity" will not be accepted.


If a daily log is used and becomes part of the agency's files, summary mileage information may be shown on the travel claim provided a statement similar to the following is shown:

"Daily log (or report) on file in (location of office) and is available upon request". (See sample Daily Log in the forms section of this manual) Such logs must be maintained for audit purposes of the associated travel claim.

- (6) In accordance with the provisions of A.R.S. § 41-621, 28-3151 and 28-4131, the Arizona Department of Administration has determined that, in the best interest of the State, a traveler driving a privately-owned motor vehicle on State business must have current vehicle insurance (A.R.S. § 28-4131) and a valid driver's license (A.R.S. § 28-3151) verified by the supervising authority prior to travel.

If the traveler does not carry motor vehicle liability insurance in compliance with A.R.S. §28-4131, it is the responsibility of the supervising authority to prohibit the use of a privately-owned motor vehicle on State business and to require that a state-owned automobile is used. The supervising authority in approving a claim for reimbursement of travel by privately owned motor vehicle is, in effect, certifying that **he or she** has made a reasonable effort to determine that the traveler has current motor vehicle insurance and a valid driver's license. When the traveler signs the claim, **he or she** certifies that motor vehicle insurance is in effect and **he or she** possesses a valid driver's license.

If a traveler driving a privately-owned vehicle is involved in an accident and found to be at fault, **his or her** liability insurance carrier is responsible to the limits of the policy. If the amount exceeds that coverage, the State's self-insurance program will, at the time, cover the amount over the policy limits if the traveler was acting within the course and scope of **his or her** employment. If a traveler, driving **his or her** own motor vehicle on State business is involved in an

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accident, regardless of fault, the State will not reimburse the traveler for any physical damage to the motor vehicle.

d. Rented Motor Vehicles/In-State


- (1) An agency head or his/her designee is responsible for determining if the advantages of using a rented vehicle for in-state travel outweighs the cost of other modes of transportation.
- (2) Itemized commercial receipts are required to be reimbursed for motor vehicle rental A.R.S. § 38-625.
- (3) When a traveler rents a motor vehicle for State business, the traveler and vehicle are automatically insured for liability and physical damage losses either through the State's self-insurance program or the Corporate Card program, if the traveler has and uses the State Sponsored Corporate Card. Therefore, rented motor vehicle insurance costs incurred by the traveler are not reimbursable.
- (4) Proof-of-insurance cards should be obtained prior to renting a motor vehicle. Cards may be obtained from ADOA Risk Management Section, by agency travel coordinators, and issued to travelers prior to renting.
- (5) Travelers using rented vehicles will not be allowed to claim mileage. Reasonable gasoline purchase will be reimbursable if receipts are provided.

e. State-Owned Motor Vehicles

- (1) State owned motor vehicles should be used in place of privately owned motor vehicles whenever possible. Agencies are responsible for the cost of operating State owned motor vehicles, including garaging, fuel, parking and emergency repairs.
- (2) Arizona Department of Administration rules and regulations prohibit the use of State owned motor vehicles for transporting individuals not essential to the purpose for which the vehicle was dispatched.
- (3) The State Motor Pool has contracted with a vehicle fleet rental agency to augment the vehicles available to employees. There are two components to the contract involving Tucson and Outlying Areas and Phoenix. See State Travel Contractors, Section II-D-5 for details on the program.

f. Airlines


- (1) Reimbursement for commercial airfare may exceed the lowest fare only if seats are unavailable at the lowest fare and travel is imperative. In all cases the decision to pay a higher fare must take into consideration the best interest of the State.

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- (2) Benefits from any airline promotion, (such as free tickets for frequent fliers) belong to the State agency, and must be turned in. When an agency needs to send more than one traveler to the same destination they are encouraged to use "Two for One" tickets if available. If an agency only needs to send one employee on a trip and a "Two for One" ticket is available with half the total amount being less than the lowest single ticket price, a non-employee may purchase and use the other ticket. The State will pay for half of the airfare price of the two tickets and the non-employee using the other ticket will be required to pay the other half.
- (3) The State contracted Travel Agent is to be used in making airfare arrangements. Such arrangements will normally be billed to the agency's corporate account (ghost card) and, as such, include the statutorily required receipt. However, if the traveler is required to make his or her own arrangements, receipts are required in order to be reimbursed for air fare A.R.S. §38-625.
- (4) A copy of the detailed flight itinerary issued by the State Contracted Travel Agent must be attached to all claims when air travel has occurred in order to verify departure/arrival times and meal provided in-flight.
- (5) Flight insurance purchased by the traveler is not reimbursable.

g. Chartered, Privately-owned and Rented Aircraft


- (1) Chartered aircraft for in-state travel is allowed provided a common carrier is not feasible or an alternate mode of travel is impractical. The agency head or his/her designee, not the traveler, must determine if such travel is justified and is in the best interest of the State.
- (2) Chartered air service may only be obtained from FAA licensed commercial flight operators.
- (3) Only those individuals approved and authorized by Risk Management Section may claim privately-owned or rented aircraft reimbursement.
- (4) Mileage reimbursement rates for privately-owned aircraft are set by the Arizona Department of Administration and approved by the Joint Legislative Budget Committee. Mileage reimbursement is based on the shortest air route from origin to destination. Landing and parking fees are reimbursable except at the location where the aircraft is normally based. Reimbursement rates are included in the Rate Index of this policy.
- (6) Original itemized receipts are required for reimbursement of chartered aircraft, aircraft rental, landing and parking fees.

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- h. Railroads and Buses - Railroad or bus travel may be used when convenient or economical and if excessive travel time does not result.
- i. Local Transportation, Tolls and Parking - Taxi, bus, limousine and streetcar use is classified as local transportation and can be claimed without receipts, A.R.S. § 38-625. The most economical means of transportation shall be used in traveling to and from airports. Airport storage or parking for privately owned motor vehicle is allowed only if less than taxi fare to and from the airport and requires a receipt. **The state contracted travel agent, as part of the contract, attempts to obtain discounted parking for state employees. Discounted parking is currently available in Phoenix and Tucson. Travelers will be reimbursed at daily rates no higher than the discounted parking rates (\$3.00 in Phoenix and \$2.75 in Tucson, as of this writing).** If a traveler is dropped off at the airport, no parking is reimbursable. When the traveler is picked up at the airport, **up to** one hour of parking may be reimbursed. Receipts are required for reimbursement of all other allowable parking fees. Bridge and road tolls are reimbursable without receipts. Tips for transportation, other than baggage handling, are to be paid from **the traveler's** M&IE allowance. Rates for baggage handling are covered in Section II-D-6.
- j. State Liability Insurance - the Risk Management Section of the Arizona Department of Administration, under A.R.S. § 41-621, established programs to handle all claims for property liability and workers' compensation involving the state, its departments, agencies, boards, and commissions, and its employees, officers, volunteers, and such others as may be necessary to do the business of the state.

Should a traveler become involved in an accident that results in damage to State property, damage to property of others, bodily injury or some other form of damage to an individual or organization, the situation should immediately be reported to the Risk Management Section. This can be done in writing, phone (602-542-2182), or by FAX (602-542-1943, for property or liability) (602-542-1490 for workers' compensation) and should include the following information:

- The date, time and place of the accident.
- State agency or employee involved in the accident.
- A brief description of the accident.
- A description of injuries to individuals or of damage to State property or property of others.
- A note as to which, if any, local or State enforcement agencies were involved in the investigation of the incident or accident.
- The name and any other personal data which the traveler is able to obtain concerning the injured party or the person or organization that owns the damaged property.

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- Workers' compensation injuries are to be reported immediately to the risk management section. The toll free number is 1-800-837-8583. This is a claim reporting recording and when reached, the traveler will need to respond to a series of questions contained on the recording (this is a 24 hour service).


In addition to the above information, it is very important that the traveler, as an individual directly or indirectly involved in an accident, not talk about the accident to anyone other than the appropriate individual(s) within his agency, the Risk Management Section or an attorney representing the Risk Management Section. Other than these people, no discussion should take place concerning the accident, nor should any reports be given to any other individuals.

#### 5. MISCELLANEOUS TRAVEL ISSUES


- Baggage Handling - Reasonable charges for baggage storage and baggage handling are reimbursable without receipts. This would include baggage handling at the hotel as well as the airport. (Generally the industry standard for such assistance is \$1 per bag.)
- Communications Expense - Business communications charges, including faxes and copies, are reimbursable if documented by receipts. Business calls should be noted as such on hotel receipt. Personal phone calls are not reimbursable.
- Extending Business Trips with Vacation Time - When an agency approves a traveler to extend a business trip using vacation time, the traveler will be reimbursed lodging and M&IE for the days he is doing business for the State, including the travel time from and to the duty post. Lodging will be reimbursed, at the single room rate, for the days the traveler is conducting State business. Airfare equivalent to round-trip travel to/from business destination will be borne by the state. All additional costs will be borne by the traveler.
- Board and Commission Members -

In-state travel reimbursements for board and commission members are not 1099 reportable and should be coded to Comptroller Object 6561.

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The following policy is to be utilized by travelers who are contemplating traveling outside of the state.

Out-of-State Travel - Timing of the submission of the request for out-of-state travel is determined by the agency. However, the request should be made in ample time to meet special requirements such as advance registration, advance payments, exception requests, etc. It should be noted however, that the most economical airfares might have to be purchased 7 to 30 days in advance. A copy of the approved out-of-state travel order must accompany the out-of-state travel claim. Travel claims must be maintained for audit purposes and/or public inspection.

**Travel on official business that is within 100 miles of the Arizona border may be considered in-state or out-of-state. Agency management makes this determination based upon the reimbursement rates for lodging and meals in the area of travel as well as other considerations. Generally, such travel is categorized as such due to the cost of lodging in the target area. When travel within 100 miles of the border is to be considered as out-of-state travel, the traveler is required to complete a GAO-509, Out-of-State Travel Request and comply with all of the policies governing out-of-state travel. Such out-of-state travel requires the approval of the governing authority. That means that if the traveler is on out-of-state travel and wants to drive a state vehicle or his or her own vehicle, he or she must obtain permission from the governing authority.**

**For out-of-state travel, State agencies are required to utilize the State Contracted Travel Agent for all travel-related services, except for lodging (this includes air, ship and rail bookings as well as car rentals). Failure to utilize the contracted Travel Agent shall result in out-of-state travel being considered as not authorized.**

# 1. LODGING - OUT - OF - STATE


## a. Eligibility for Reimbursement

The individual must be in authorized travel status to be reimbursed for lodging cost. Lodging must be at a commercial establishment and the individual is required to request the lowest available rate. (Government, Commercial, Corporate, etc.)

Receipts:

- (1) **In general, the commercial establishment's original itemized lodging receipt is required; corporate or credit card receipts in lieu of the original receipt will not be accepted. The lodging receipt must be itemized and must include the name, address and telephone number of the establishment. It is the traveler's obligation, upon checking into the establishment, to assure him- or herself that the establishment can provide a receipt containing the required information. If the establishment's receipts do not carry the required information, the traveler must, upon check in, request that the establishment provide the required information on the establishment's letterhead.**


If two or more travelers share a room, reimbursement is to be claimed as follows:

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- Each traveler should obtain a separate original lodging receipt for each traveler's portion of the lodging cost. The total of the two (or more) lodging receipts cannot exceed the total lodging cost. When a room is to be shared, the travelers should request separate receipts in advance (when they register) from the lodging establishment.
  - If the establishment cannot issue original receipts, one traveler may submit the original lodging receipt and the other traveler(s) may submit photocopies. However, each receipt (original and photocopies) must be marked "Shared Lodging" and must include the names of all travelers sharing the room. Photocopies must be signed by the traveler, his supervisor and an authorized agency signer. No photocopies will be accepted without these original signatures.
  - Or, if the establishment cannot issue separate original lodging receipts, one traveler may submit the original receipt for the total lodging cost. The lodging receipt must indicate the names of all State travelers who shared the room.
- (2) If the original lodging receipt is lost or destroyed, a photocopy may be submitted with the statement, "Treat as an Original". The photocopy must be signed by the traveler, his **or** her supervisor and an authorized agency signer.
  - (3) If the original receipt is lost and a photocopy is not available and a copy cannot be obtained from the lodging establishment, then a copy of the canceled check or corporate card receipt is required showing the employee paid for the lodging. In addition to the canceled check or corporate card receipt, a letter must be prepared by the supervisor in lieu of the original or photocopy of the lodging receipt. The letter must contain the name of the traveler, the dates of the travel, the name, address and telephone number of the lodging establishment, cost per night and the total cost of the lodging. The letter should also include the reason(s) why an original or photocopy of the lodging receipt is not available. This letter should also be signed by an authorized agency signer.
  - (4) Benefits from any lodging promotion (such as free days lodging) are the property of the State agency and must be turned in.

**b. Reimbursement Amounts**

- (1) The reimbursement amount includes room charges and applicable taxes. The reimbursement may not exceed the listed maximums plus tax for cities included in the "Rate Index", or for the default amount, plus tax if cities are not listed in the index. (See Section D - 6) The city to be used under the "Rate Index" is determined by the address on the lodging establishment's statement.
- (2) The "Rate Index" will be updated periodically (usually annually).

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- (3) When lodging is shared, reimbursement per person shall not exceed the amount allowable per person at the single room rate plus tax.
- (4) When lodging is shared with an individual not on State business (such as a spouse) reimbursement shall not exceed the single room rate plus tax.
- (5) Individuals required to stay at a conference designated hotel may be reimbursed the least expensive (single room) conference lodging cost plus tax, provided the brochure from the conference indicating the lodging rates accompanies the lodging receipt.
- (6) If an agency head or delegate determines in writing that a situation exists which makes compliance with the maximums impractical, and the governing authority approves, actual lodging cost may be reimbursed.
- (7) Conferences sponsored by the State of Arizona (i.e., agencies, boards or commissions) that require attendees to stay overnight may not be held at a commercial establishment where the lodging rate is above the maximum lodging rate plus tax allowed by the travel policy unless an exception is granted, in advance, by the governing authority.
- (8) Reimbursement shall not exceed the actual amount of travel-related expenses.

c. Lodging and M&IE - Out of Country

Agency heads have authorization to approve out-of-country travel. U.S. Department of State allowances will be used for reimbursement amounts for travel out of country. The listed amount includes allowances for both lodging and meals. Information regarding reimbursement amounts for Alaska, Hawaii and specific countries is available by contacting the Arizona Department of Administration, General Accounting Office. Out of country M&IE should be allocated between meals, when necessary, in the same proportion as the in-country M&IE allowance - See Section II-D-6 for specifics. All travel expenses for out-of-country should be coded to comptroller object 6651.

d. The State of Arizona, International Emergency Assistance Program

The Risk Management Section has advised that there is a new benefit program that provides services such as emergency medical, legal referral, emergency travel, emergency message, lost document, etc. to individuals traveling outside of the United States. Travelers may contact Risk Management at (602) 542-1445 to obtain more details regarding the services and limitations of this program.

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When in travel status and in need of service the following numbers are ones you will want to take with you:

In the U.S. or Canada Call 1 (800) 626-2427

Outside the U.S. or Canada Call Collect at 0 (713) 267-2525

e. Conferences and Meetings

Receipts for registration fees are to be submitted with the claim if paid by the travelers at the conference. Individuals may be reimbursed conference lodging costs, provided a conference brochure indicating lodging rates and meals provided at the conference accompanies the travel claim. Reimbursement for lodging may not exceed the least expensive single-room rate plus tax published in the conference brochure for the conference designated lodging establishment.

f. Long Term Subsistence


Individuals temporarily assigned to one duty locale which is in excess of 35 miles from their residence and regular duty post for periods of not less than 30 days, will be reimbursed as follows:

- (1) Travelers are allowed regular lodging and M&IE allowances for a period not to exceed seven days while arranging for long term assignment accommodations.
- (2) In-State: Lodging includes all related costs such as electricity, gas, water, telephone, etc. Receipts are required for all of these charges regardless of who pays the cost. The itemized portion of the telephone bill must accompany the reimbursement claim if more than the monthly service charge is to be reimbursed.
- (3) Out-of-State: Maximum reimbursable amounts will be determined by the Director of the Arizona Department of Administration on a case by case basis for out-of-state long term subsistence.
- (4) Mileage is not reimbursable if the traveler returns to his **or** her residence during long term subsistence travel. M&IE are not reimbursable when the traveler is at his **or** her residence.

2. LODGING/M&IE REIMBURSEMENT RATES

a. Using the Rate Index (See Section II-D-6)

- (1) Locate the state then City to which the employee will travel.
- (2) If the specific city is listed in the guide, use Lodging and M&IE rates.

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- (3) If the city is not listed, refer to the county in which the city is located and use the applicable rates.
- (4) If the county is not listed, apply default rates (See Section II-D-6).

b. Conferences and Meetings


- (1) Out-of-State - Representation at a convention or meeting outside the State is to be held to a minimum, usually one person is permitted.
- (2) Expenses - Receipts for registration fees are to be submitted with the claim if paid by the travelers at the conference. Individuals may be reimbursed conference lodging costs, provided a conference brochure indicating lodging rates and meals provided at the conference accompanies the travel claim. Reimbursement for lodging may not exceed the least expensive single-room rate plus tax published in the conference brochure for the conference designated lodging establishment.

- c. Limitations - Reimbursement is limited to expense of travel by the most direct and usually traveled route, by the most economical means of transport. That portion of any travel that is by indirect route, that is not in the best interest of the State, or that is for personal business will not be reimbursed. Excess travel time will be charged to annual leave. Travel expenses may be paid directly to the State Contracted Travel Agency, lodging establishment, or restaurant. The State Contracted Corporate (Ghost) Card may be used to pay airfare only. However, expenses paid in this manner are subject to the rate schedules and guidelines established in this travel policy. When submitting a claim for a direct payment, the traveler(s) for whom the direct payment was made must be referenced. Original itemized lodging receipts are required for payment of lodging expenses.

- d. Exception - The Director or the Director's designee may authorize exceptions as required. **Requests must be made in advance of travel and should be submitted in writing from the Agency Head to ADOA Director's designee, the State Comptroller. Include traveler's name and justification of request. All out-of-state exceptions must include a memo to ADOA Director's designee, the State Comptroller, and a completed Out-of-State Travel Approval Request [Form GAO-509].**

### 3. MEALS AND INCIDENTAL EXPENSES (M&IE)


- a. General Terms and Conditions – Definitions of normal shifts, workdays and travel days are applicable only in the context of interpreting State travel policy and are not to be applied to the calculation of the number of hours worked or for the computation of compensation or benefits.
- (1) Eligibility for Reimbursement – To be eligible for reimbursement, the individual must be in authorized travel status for a period of at least four (4) continuous hours (as discussed below, longer periods of travel status may be required). The meal for which

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reimbursement is sought must be purchased and consumed 35 miles or more from both the traveler's home and duty post.

- (2) **Normal Shift**– An employee's normal shift is defined by the schedule he or she is typically assigned to work. An employee's normal shift is defined by his or her agency and may be for a daily period of more or less than eight hours. Examples of full-time shifts include the traditional week (of five eight-hour days), the 9-80 (in which the employee works one week of five nine-hour days alternating with a week of three nine-hour days and one eight-hour day) and flex-time shifts (such as a week of four nine-hour days and one four-hour day). In computation of length, shifts do not include meal breaks. (A day on which an employee starts work at 8 a.m., takes an hour-long lunch break, and finishes at 5 p.m. is an eight-hour shift even though nine clock hours have elapsed between the employee's arrival at and departure from the work site.)
- (3) **Workday** – For purposes of State Travel Policy, an employee's workday encompasses the hours actually worked on a given day, irrespective of his or her normal shift.
- (4) **Travel Day** – For purposes of State Travel Policy, a travel day is the employee's workday extended by that time the employee is in travel status though not working. (The following example will illustrate the distinction between normal shift, workday and travel day: An employee normally works a traditional week that begins at 8 a.m. and ends at 5 p.m. The employee attends a three-day, out-of-state conference. Each day, the conference begins at 9 a.m. and ends at 4 p.m. and includes an hour-long luncheon break. The employee leaves home the first day of the conference at 5 a.m., catching a 6:30 a.m. flight to the city in which the conference was to be held. On the last day of the conference, the employee catches a return flight and arrives at his home at 8 p.m. The employee stays in a hotel the first and second nights of the conference. Each of the employee's three workdays is six hours long (9 a.m. to 5 p.m., less the hour lunch). His or her travel day is nineteen hours long on the first day of the conference (5 a.m. to midnight), twenty-four hours long on the second (midnight to midnight) and twenty hours on the third (midnight to 8 p.m.).)
- (5) **Amount** – The amount to be reimbursed is that which the traveler actually spent for the meal up to the amount allowed for the meal under consideration as provided by the Legislature and codified in this manual. The amounts allowed for meals are not intended to cover the entire cost of a meal taken while in travel status. The amounts are calculated to compensate the traveler for the estimated difference between the cost of a meal taken on the road and the cost of a meal prepared at home or purchased at a cafeteria operating in a State facility.
- (6) **Overnight Travel** -- A continuous state of travel or of being in travel status that spans two calendar days.

b. **Meal Allowances**

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- (1) **General** – Regardless of any circumstance or condition, a traveler may not claim reimbursement for more than three (3) meals in any single calendar day or in any period of twenty-four (24) consecutive hours. Reimbursement of meals and incidental expenses shall not exceed those amounts allowed by State Travel Policy. Except as may be otherwise specifically herein provided, to be reimbursed meals must be purchased and consumed more than thirty-five (35) miles from both the traveler’s home and duty post. To be reimbursed for any meal, the traveler must show where and when the trip began and ended.
- (2) **Full Day Allowances** – Except as may be otherwise provided, a travel day of fourteen (14) or more hours shall be considered a full day and entitle the traveler to reimbursement for up to three (3) meals. Exceptions include circumstances under which the traveler is by some other means (such as meals served at a conference or on a plane) provided one or more meals during the course of a day.
- (3) **Partial Day Allowances** – When the travel day is less than a full day as described above, the following guidelines shall be applied to the reimbursement of amounts spent for meals:
- (a) **Breakfast** – Breakfast qualifies for reimbursement up to the lesser of the amount actually spent for the meal or the amount allowed for this meal when:

*either:*

1. Travel begins two (2) or more hours before the start of the traveler’s normal shift; and
2. The traveler’s travel day is at least ten (10) hours long; and
3. The traveler’s travel day is at least two (2) hours longer than his or her normal shift; and
4. The traveler is in travel status for at least four (4) continuous hours.

*or:*

1. The traveler, having been in travel status continually from the previous day’s overnight travel, remains in travel status for at least two (2) hours before returning to his or her home.

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(b) **Lunch** – Lunch qualifies for reimbursement up to the lesser of the amount actually spent for the meal or the amount allowed for this meal when:

1. Travel begins either before or not later than four (4) or fewer hours after the start of the traveler's workday; and
2. The traveler's workday, uninterrupted except by lunch, has a length of at least eight (8) working hours; and
3. Traveler is in travel status for at least six (6) continuous hours; and
4. Lunch is purchased and consumed at least two (2) hours but not more than eight (8) hours after the earlier of the beginning of the workday or the time when travel status began.

(c) **Dinner** – Dinner qualifies for reimbursement up to the lesser of the amount actually spent for the meal or the amount allowed for this meal when:

*either:*

1. Travel extends two (2) or more hours after the end of the traveler's normal shift; and
2. The traveler's travel day is at least twelve (12) hours long; and
3. Traveler is in travel status for at least four (4) continuous hours.


*or:*

1. Traveler leaves from his or her duty post for overnight travel.

*or:*

1. If the traveler leaves for overnight travel from some location other than his or her duty post, the time of the traveler's departure is no more than two (2) hours after the end of the traveler's workday.

- c. **Special Schedules** – If circumstances require, a specific, detailed, written request for a different schedule may be submitted to the Arizona Department of Administration for review and approval. Such requests must specify in which ways the policy as contained in State Travel Policy is unworkable or inapplicable. Requests for special schedules must clearly outline the proposed amounts to be reimbursed for each meal and the procedures to be employed to determine an employee's eligibility for reimbursement. Requests must be approved by the Arizona Department of Administration prior to implementation. Whenever there are changes to State policy that relate to a previously granted special schedule, the special schedule request must be resubmitted for approval to the Arizona Department of Administration. The approval of the special schedule must be maintained for audit purposes.

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- d. **Meals Provided** - The traveler is not entitled to a meal allowance for substantial meals provided free at a state institution, on an airplane, included in conference registration fees or provided on a complimentary basis by the facility at which one is lodged. A substantial meal is one that contains a serving of protein in the form of meat, poultry, fish, seafood or eggs. Meals satisfying special dietary needs will generally be provided by airlines, conferences, hotels, etc. if requested by the traveler. It is the traveler's responsibility to make, on a timely basis, the necessary arrangements for such special meals. If the traveler's request for a meal satisfying a special dietary need is denied, in order to claim a reimbursement for a meal expenditure, the traveler must provide a statement that details and certifies: to whom such request was made; by whom such request was denied; the reason given for the denial; and, the special dietary needs of the traveler that could not otherwise have been accommodated.

- e. **Meals at Conferences, Seminars and Symposiums** – Reimbursements for meals at conferences, seminars and symposiums in excess of published rates may be made, at the discretion of the Department of Administration, when:

- (1) The charge for the meal is not included in the conference fees; and
- (2) The meal features a speaker, formal panel discussion or other activity integral to the purpose of the conference.

This section shall not be interpreted to encompass expenditures on recreational or social activities that may be offered in connection with, but are not integral to, the conference.

In order to be reimbursed for such expenditures, the traveler must submit with his or her travel claim:


- (1) Proof of his or her expenditure for the amount claimed; and
- (2) A copy of the conference brochure or agenda showing the nature of the activity that was presented or conducted during the meal and the amount charged for such meal.

- f. **Variances for Lunch Reimbursements**

As a variance from policy, a meal reimbursement for lunch may be granted even though the meal is purchased and consumed within 35 miles of either or both the employee's home or duty post if:

- (1) The director of the employee's agency determines that, in terms of economy or efficiency, it is in the best interest of the State to reimburse the employee; and
- (2) The director of the employee's agency files a written request for a variance with respect to a given employee or class of employees; and
- (3) The Arizona Department of Administration approves the variance before expenditures to be reimbursed are incurred.

The request for variance must provide the following information:

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- (1) The reason for the request and why the State Travel Policy as it applies to reimbursement for lunch expenditures is uneconomical or inefficient under the circumstances that apply; and
- (2) The estimated per transaction savings in terms of cost or efficiency that would be realized by the State in granting the variance; and
- (3) The individual or class of individuals to which the exemption is to be applied; and
- (4) In the case of requests involving classes of individuals, the total number of employees to be affected; and
- (5) The estimated total annual financial impact on the State that the implementation of such a variance would have.

The request, if granted, will be effective for the remainder of the fiscal year and must be renewed annually. Requests for variance, the sole aim of which is to avoid an administrative burden, will not be approved.

- g. **Policy Exceptions** – Exceptions from State Travel Policy as it applies to the reimbursement of meals must be submitted to the Arizona Department of Administration in writing. Exception requests must specify the reason for the request and indicate why the policy as outlined above is unworkable or inapplicable under the circumstances that apply. The approval of the exception to State Travel Policy must be maintained for audit purposes.

- h. **Meal Allowance Index**


- (1) See Section II-D-6 for reimbursement rates.
- (2) When an employee is entitled to reimbursement for three consecutive meals on any one day, the amount expended for any particular meal is left to the employee's discretion. The total for all meals claimed may be shown as a lump sum for each calendar date, but may not exceed the amount allowed for a particular location.
- (3) Requests for reimbursement of meals that are for less than the full day allowance are to be done in accordance with the reimbursement schedule included in Section II-D-6.

- i. **Examples** – See Section II-D-2 for examples that demonstrate the application of M&IE policies and procedures.

- (1) State employee Theodore Theta, while on his way to attend a conference in London, England, experienced a several hour layover in Atlanta, Georgia. During the layover, Theodore bought a dinner in the airport for which he was charged \$43. Dinner was served neither on the flight into nor on the flight out of Atlanta.

**Theodore should claim a reimbursement of only \$19 for his dinner.**

- Although the destination was London, the meal was purchased and consumed in Atlanta and, hence, the reimbursement is limited to the amount allowed for Atlanta.

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- (2) **Karla Kappa, State employee, attended an out-of-state conference at which a luncheon buffet was served. The buffet included servings of lunchmeats, cheeses, rolls and assorted salads. The luncheon queue was long and the plates were small, but nothing prohibited going through the buffet service line more than once. Karla decided that cold luncheon meats did not appeal to her and that she would rather not queue up for lunch. Karla went to a nearby restaurant and bought a lunch for \$5.50.**

**Karla may not claim any reimbursement for this lunch.**

- **The conference provided, free of charge, a meal that included a substantial serving of protein.**

4. **TRANSPORTATION**

Allowable expenses are for common carrier fares, privately-owned motor vehicle or aircraft mileage, bridge and road tolls, necessary taxi, bus or streetcar fares, motor vehicle rental, aircraft rental, and necessary parking fees. A.R. S. § 38-623.


Reimbursement will be made only for the method of transportation that is in the best interest of the State considering the travel expense as well as the traveler's time. When more than one traveler uses the same motor vehicle, only one claim for mileage reimbursement will be allowed.

- a. **Driver's License** - A valid driver's license is required if the traveler is driving a State, private or rented motor vehicle on State business. The supervisor's signature on the travel claim is prima facie evidence the supervisor has verified that the traveler has a valid driver's license. To satisfy insurance requirements, the traveler must enter his driver's license number on the travel claim when requesting reimbursement. If you are passenger and at no time during the trip drove, a license number is not required on the travel claim.

The Arizona Department of Administration, Risk Management Section has information available regarding how agencies can request updated employees drivers history through the Motor Vehicle Division (MVD). Insuring that ALL drivers who operate either a state vehicle or personal vehicle on state business, possess not only a valid Arizona drivers license, but maintain an acceptable driving history, is an essential element of a successful Fleet Safety Program. Supervisors' diligence in collecting, evaluating and acting on this information is critical to the success of reducing future automobile accidents and related liability. Interested agencies should contact the ADOA, Risk Management Office for details.

- b. **Mileage Reimbursement Rates** - Reimbursement rates for both privately owned motor vehicles and privately owned aircraft are set by the Arizona Department of Administration with the approval of the Joint Legislative Budget Committee.

- (1) The reimbursement rate for motor vehicles is included in Section II-D-6.
- (2) The reimbursement rate for privately owned aircraft is also included in Section II-D-6, and is based on the shortest air route from origin to destination. Landing and

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parking fees are allowed except at the location where the aircraft is normally based.

c. Privately-Owned Motor Vehicle


- (1) A traveler using a privately owned vehicle for State business with supervisory approval may receive mileage reimbursement regardless of eligibility for lodging or M&IE reimbursement. (Mileage may be reimbursed for conducting State business within a 35-mile radius of duty post, with supervisory approval.)
- (2) When traveling on state business, travel begins or ends at the individual's residence; reimbursement mileage is computed as the mileage for the most direct route to the destination less the commute mileage **to or** from the designated duty post.

Commute mileage is to be based on no more than one round trip to duty post per day.

Commute miles must be deducted also on weekends if you are traveling on state business and are receiving compensation. Compensation includes overtime (whether time and a half or straight time) or whether you are compensated at a rate which provides salary regardless of the amount of time you spend on the job. The latter is usually individual in uncovered state service but may include other individuals excluded from the Fair Labor Standards Act (FLSA). See FLSA categories for determination of overtime status (generally located in personnel offices).

Travel claim must include full residence address including city and zip code and full duty post address including city and zip code, or state that a daily travel log is on file and where that file is located, to ensure proper computation of commute miles.


- (3) A traveler assigned to multiple duty posts is eligible for mileage reimbursement for travel to a duty post that is outside a 35 miles radius from his residence. The reimbursement is limited to the mileage in excess of 35 radial miles. Therefore, you must deduct 35 miles when traveling as commute miles since the residence is generally considered as part of the multiple duty posts.
- (4) A privately owned motor vehicle may be used for out-of-state travel with the approval of the governing authority. Justification for such use must be submitted with the Out-of-State Travel Approval Request (Form GAO 509). Mileage will be reimbursed at the lesser of either the rate set by the Arizona Department of Administration or air coach fare at the time of booking to the same destination. The requester must state they understand, accept this level of reimbursement and include the current quoted airfare in the request.

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- (5) If a vehicle is used for out-of-state travel for the convenience of the traveler, M&IE allowances will be calculated as though the employee had traveled by air; e.g., for a trip to Los Angeles, M&IE time of approximately one hour each way would be allowed. When a traveler drives a vehicle out-of-state on business, he **or** she will not be reimbursed for extra meals and lodging incurred, due to extra travel time. For reimbursement purposes a trip to Washington, D.C. by car will be reimbursed as a 4 - 6 hour air trip.
- (6) When a privately owned motor vehicle is authorized for travel, reimbursement will be at the rate set by the Arizona Department of Administration and approved by the Joint Legislative Budget Committee computed by odometer readings or official highway maps. Map mileage may only be used BETWEEN cities and towns. If map mileage is used, enter "Map Mileage" in place of odometer readings. Commute miles must be deducted from map mileage, when applicable. The use of Internet mapping programs to determine map mileage is permissible provided that a printout of the program showing the addresses and the calculation is included with the travel claim. Such programs can be located on the Internet under the travel section by looking for map or mapping program indicators.
- (7) Mileage claims for use of privately-owned motor vehicles shall specify the complete street address, city, state and zip code in the "Departed From" and "Arrived At" columns on the claims form. General terms such as city and state name will not be accepted.
- (8) In accordance with the provisions of A.R.S. § 41-621, 28-3151 and 28-4131, the Arizona Department of Administration has determined that, in the best interest of the State, a traveler driving a privately-owned motor vehicle on State business must have current vehicle insurance (A.R.S. § 28-4131) and a valid driver's license (A.R.S. § 28-3151) verified by the supervising authority prior to travel.

If the traveler does not carry motor vehicle liability insurance in compliance with A.R.S. § 28-4131, it is the responsibility of the supervising authority to prohibit the use of a privately owned motor vehicle on State business and to require that a state-owned automobile be used. The supervising authority in approving a claim for reimbursement of travel by privately owned motor vehicle is, in effect, certifying that he **or** she has made a reasonable effort to determine that the traveler has current motor vehicle insurance and a valid driver's license. When the traveler signs the claim, he **or** she certifies that motor vehicle insurance is in effect and he **or** she possesses a valid driver's license.

If a traveler driving a privately owned vehicle is involved in an accident and found to be at fault, his **or** her liability insurance carrier is responsible to the limits of the policy. If the amount exceeds that coverage, the State's self-insurance program will, at the time, cover the amount over the policy limits if the traveler was acting within the course and scope of his or her employment. If a traveler driving his **or** her own motor vehicle on State business is involved in an accident, regardless of

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fault, the State will not reimburse the traveler for any physical damage to the motor vehicle.

d. Rented Motor Vehicles


- (1) Rented motor vehicles may be authorized when other means of travel cannot be used economically. Justification for rented vehicles for out-of-state travel must be submitted in writing to the Agency Director or his **or** her designee, and accompanied by an Out-of-State Travel Approval Request (Form GAO 509). The approved rental vehicle authorization is to be attached to the travel claim. Use of rented automobiles shall be limited to instances where it is to the advantage of the State and not for the personal convenience of the traveler. (A.R.S. §38-623)
- (2) The following criteria is generally to be used for vehicle rental approval:
  - One to two individuals traveling for a week or less - approval given for a compact vehicle.
  - Three individuals traveling for less than one week - approval given for an intermediate vehicle.
  - Two or three individuals for longer than one week - approval for an intermediate size vehicle.
  - Four individuals traveling for one week or less - approval for an intermediate size vehicle.
  - Four or more individuals traveling for longer than one week - approval for a vehicle that meets their needs as recommended by the department.

HOWEVER, IF THERE ARE UNUSUAL CIRCUMSTANCES WHICH MAKE THE ABOVE CRITERIA UNWORKABLE, THE AGENCY DIRECTOR MAY APPROVE THE APPROPRIATE SIZE VEHICLE UPON RECEIPT OF A PROPERLY SUBSTANTIATED JUSTIFICATION.

- (3) The following are examples of justifications that may substantiate authorization of rented motor vehicles:

Driving city to city i.e.: Flying into Detroit, Michigan, and your meeting is in Flint, Michigan, which is over 60 miles away.

A cost analysis of what a rental vehicle would cost and an approximate amount for public transportation should be included in the justification. See sample rental vehicle justification worksheet in Section D-7.


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- (4) Itemized commercial receipts are required to be reimbursed for motor vehicle rental.
- (5) When a traveler rents a motor vehicle for State business, the traveler and vehicle are automatically insured for liability and physical damage losses either through the State's self-insurance program or the Corporate Card program, if the traveler has and uses the State Sponsored Corporate Card. Therefore, rented motor vehicle insurance costs incurred by the traveler are not reimbursable.
- (6) Proof-of-insurance cards should be obtained prior to renting a motor vehicle. Cards may be obtained from ADOA Risk Management Section, by agency travel coordinators, and issued to travelers prior to renting.
- (7) Travelers using rented vehicles will not be allowed to claim mileage. Reasonable gasoline purchase will be reimbursable if receipts are provided.
- (8) When travel requires the use of a rental vehicle out-of-country, contact the ADOA Risk Management Section regarding insurance coverage, in advance.

Requests for rental vehicles, which do not meet the above criteria, should include specifics regarding the need for the requested vehicle size.

e. State-Owned Motor Vehicles

- (1) Arizona Department of Administration rules and regulations prohibit the use of State owned motor vehicles for transporting individuals not essential to the purpose for which the vehicle was dispatched.
- (2) The use of State owned motor vehicles (equipment) out-of-state must be specifically approved by the governing authority. (A.R.S. § 38-627). Requests for using State owned motor vehicles in connection with out-of-state travel should be submitted in writing and must be accompanied by a GAO-509 Out-of-State Travel Order signed by the agency's authorized individual.
- (4) The use of State owned vehicles or equipment in Mexico requires issuance of special insurance prior to departure. Information on coverage maybe obtained from the Arizona Department of Administration, Risk Management Section.
- (6) The State Motor Pool has instituted an in-state vehicle rental program designed to reduce the cost of operation of a state motor pool. Travelers anticipating the need for a rental vehicle for out-of-state travel should be careful NOT to confuse this program with the requirement to get out-of-state vehicle rental approval from their Agency Director and the need to reserve such vehicles through the State Contracted Travel Agent.


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f. Airlines

- (1) Reimbursement for commercial airfare may exceed the lowest fare only if seats are unavailable at the lowest fare and travel is imperative. In all cases the decision to pay a higher fare must take into consideration the best interest of the State. Travelers may elect to pay the difference and purchase a higher level of airline ticket. The agency will calculate the difference between the lowest available fare and the rate for the level requested by the employee. The employee must provide the agency with a money order or certified check for the difference before the ticket is ordered.
- (2) Benefits from any airline promotion, (such as free tickets for frequent fliers) belong to the State agency, and must be turned in. When an agency needs to send more than one traveler to the same destination they are encouraged to use "Two for One" tickets if available. If an agency only needs to send one employee on a trip and a "Two for One" ticket is available with half the total amount being less than the lowest single ticket price, a non-employee may purchase and use the other ticket. The State will pay for half of the airfare price of the two tickets and the non-employee using the other ticket will be required to pay the other half.
- (3) The State contracted Travel Agent is to be used in making airfare arrangements. Such arrangements will normally be billed to the agency's corporate account (ghost card) and, as such, include the statutorily required receipt. However, if the traveler is required to make his **or** her own arrangements, receipts are required in order to be reimbursed for air fare A.R.S. § 38-625.
- (4) A copy of the detailed flight itinerary issued by the State Contracted Travel Agency must be attached to all claims when air travel has occurred in order to verify departure **or** arrival times and meal provided in-flight.
- (5) Flight insurance purchased by the traveler is not reimbursable.

g. Chartered, Privately-owned and Rented Aircraft

- (1) Chartered aircraft for in-state travel is allowed provided a common carrier is not feasible or an alternate mode of travel is impractical. The agency head or his **or** her designee, not the traveler, must determine if such travel is justified and is in the best interest of the State.
- (2) Chartered air service may only be obtained from FAA licensed commercial flight operators.
- (3) Only those individuals approved and authorized by Risk Management Section may claim privately owned or rented aircraft reimbursement.


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- (4) Mileage reimbursement rates for privately owned aircraft are set by the Arizona Department of Administration and approved by the Joint Legislative Budget Committee. Mileage reimbursement is based on the shortest air route from origin to destination. Landing and parking fees are reimbursable except at the location where the aircraft is normally based. Reimbursement rates are included in the Rate Index of this policy.
- (4) Use of chartered, privately owned or rented aircraft out-of-state must be approved by the governing authority. Travelers using rented aircraft will not be allowed to claim mileage. Aircraft fuel will be reimbursable if receipts are provided.
- (5) Original itemized receipts are required for reimbursement of chartered aircraft, aircraft rental, landing and parking fees.
- h. Railroads and Buses - Railroad or bus travel may be used when convenient or economical and if excessive travel time does not result.
- i. Local Transportation, Tolls and Parking - Taxi, bus, limousine and streetcar use is classified as local transportation and can be claimed without receipts (A.R.S. § 38-625). The most economical means of transportation shall be used in traveling to and from airports, **train stations or bus terminals**.

**When departing Arizona, storage or parking for privately owned motor vehicles at airports, train stations or bus terminals requires a receipt and is allowed only if less than taxi fare to and from the airport. As part of the state travel contract, the state-contracted travel agent attempts to obtain discounted parking for state employees. Discounted parking is currently available in Phoenix and Tucson. Travelers will be reimbursed at daily rates no higher than the discounted rates (\$3.00 in Phoenix and \$2.75 in Tucson, as of this writing).**

**For out-of-state destinations, the most economical combination of means of local transportation that can accomplish state business must be used. To determine the most economical means of local transportation, all factors such as car rental costs, parking, taxi fares, and/or available shuttle or limousine services must be considered.**

If a traveler is dropped off at the airport, no parking is reimbursable. When the traveler is picked up at the airport, **up to** one hour of parking may be reimbursed. Receipts are required for reimbursement of all other allowable parking fees. Bridge and road tolls are reimbursable without receipts. Tips for transportation, other than baggage handling, are to be paid from **the traveler's** M&IE allowance.

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- j. State Liability Insurance - the Risk Management Section of the Arizona Department of Administration, under A.R.S. § 41-621, established programs to handle all claims for property liability and workers' compensation involving the state, its departments, agencies, boards, and commissions, and its employees, officers, volunteers, and such others as may be necessary to do the business of the state.


Should a traveler become involved in an accident that results in damage to State property, damage to property of others, bodily injury or some other form of damage to an individual or organization, the situation should immediately be reported to the Risk Management Section. This can be done in writing, phone (602-542-2182), or by FAX (602-542-1943, for property or liability) (602-542-1490 for workers' compensation) and should include the following information:

- The date, time and place of the accident.
- State agency or employee involved in the accident.
- A brief description of the accident.
- A description of injuries to individuals or of damage to State property or property of others.
- A note as to which, if any, local or State enforcement agencies were involved in the investigation of the incident or accident.
- The name and any other personal data which the traveler is able to obtain concerning the injured party or the person or organization that owns the damaged property.
- Workers' compensation injuries are reported immediately to the risk management section. The toll free number is 1-800-837-8583. This is a claim reporting recording and when reached, the traveler will need to respond to a series of questions contained on the recording (this is a 24 hour service).

In addition to the above information, it is very important that the traveler, as an individual directly or indirectly involved in an accident, not talk about the accident to anyone other than the appropriate individual(s) within his agency, the Risk Management Section or an attorney representing the Risk Management Section. Other than these people, neither should any discussion take place concerning the accident, nor should any reports be given to any other individuals.

## 5. MISCELLANEOUS TRAVEL ISSUES


- a. Baggage Handling - Reasonable charges for baggage storage and baggage handling are reimbursable without receipts. This would include baggage handling at the hotel as well as the airport. (Generally the industry standard for such assistance is \$1 per bag.)

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- b. Communications Expense - Business communications charges, including faxes and copies, are reimbursable if documented by receipts. Business calls should be noted as such on hotel receipt. Personal phone calls are not reimbursable.
  
- c. Extending Business Trips with Vacation Time - When an agency approves a traveler to extend a business trip using vacation time, the traveler will be reimbursed lodging and M&IE for the days he is doing business for the State, including the travel time from and to the duty post. Lodging will be reimbursed, at the single room rate, for the days the traveler is conducting State business. Airfare equivalent to round-trip travel to **or** from business destination will be borne by the state. All additional costs will be borne by the traveler.
  
- d. Board and Commission Members -

Out-of-state travel reimbursements for board and commission members are not 1099 reportable and should be coded to Comptroller Object 6661.


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Each agency head has the authority to approve travel advances. Any delegation of this authority must be documented in writing, maintained by the agency and must be available for audit or review.

Travel advances are given at the discretion of the agency head. If a travel advance is approved, the following are required:

1. **EMPLOYEE ELIGIBILITY**


- a. Employees eligible to receive travel advances are limited to:
  - (1) Employees who do not meet the definition of frequent travelers.
  - (2) Employees who have applied for and been denied a State Contracted Corporate Card.
  - (3) Employees whose State Contracted Corporate Cards have been canceled **by the agency and not due to the employee not paying their bill.**
  - (4) Employees with other special circumstances at the discretion of the agency head.
- b. An employee must be in travel status for a minimum of 3 consecutive days to be eligible for a travel advance from State funds.
- c. A travel advance from State funds may not exceed 80% of the total estimated meals and incidental expense (M&IE) and lodging reimbursement. The estimated expense must be based on the allowable reimbursement rates for the destination or actual expenses to be incurred, if they are less than the allowable rates.
- d. No advances may be given for :
  - (1) Airfare; the agency should purchase airfare with the State Contracted Corporate Ghost Card.
  - (2) Vehicle rentals; rental requires the use of a personal credit card or a corporate card.
  - (3) Mileage, baggage handling, communications expense or miscellaneous travel expenses.

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- e. The traveler's request for approval of travel advance from State funds (GAO-509A) must be accompanied by documentation of the expenses to be incurred. The approved request must be submitted to the agency accounting office no later than 5 working days prior to the day on which the travel will begin. The request must be certified by the employee's immediate supervisor and approved by the agency head or designee prior to processing of the advance.
- f. All travel advances from State funds must be issued through the Arizona Financial Information System (AFIS). Procedures for State issued travel advances are covered in the following section.
- g. Each employee who receives a travel advance from State funds should submit his/her travel claim no later than 10 working days after the last day of travel. If the travel advance exceeded the amount of travel expense incurred, the travel claim must be accompanied by a check or money order from the employee for the difference.
- h. The agency will not issue a travel advance to an employee who has an outstanding travel advance.

## 2. STATE ISSUED TRAVEL ADVANCE PROCEDURES

- a. After the agency head's approval of a travel advance, a claim (GAO 504) made payable to the traveler, for the amount of the advance is prepared. The document number must begin with either one (1) (in-state) or L (out-of-state) and must be recorded on the advance request form (GAO 509-A). Use comptroller object **6571** for in-state travel advance or **6671** for out-of-state travel advance. Include the travel dates in the description field. A travel advance must be charged to the Index and/or PCA to which the travel reimbursement will be charged.
- b. The agency accounting office must keep a log of all travel advances made. The log must include, at a minimum, the traveler's name, date of travel, Index/PCA, advance claim document number, amount of the advance and travel claim document number.
- c. When the employee's travel claim is received, attach a copy of the travel advance request from the file. Complete the travel reimbursement claim, allocating all expenses to the appropriate comptroller object and record travel claim document number on the travel advance log.

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- d. When the advance is less than the reimbursable expenses incurred, prepare the travel claim recording the financial information in the appropriate fields. Include the comptroller object used on the advance claim ( **6571 OR 6671**), and the amount of the advance, placing an R in the reverse field. (When using preprinted forms, circle the correct comptroller object). This will decrease the amount of the travel reimbursement by the amount of the advance and create a warrant payable to the employee. In addition, this action will properly record the travel expense.

For example:

**EXPENSE EXCEEDS ADVANCE** - An advance of \$500 is given to J. Smith, infrequent traveler, with the advance expense posted to comptroller object **6571**.

The travel claim includes \$350 of lodging ( **6531**) and \$200 of M&IE ( **6541** ).

The travel claim would include the advance of \$500 ( **6571**) with a reverse code which will result in a warrant payable to J. Smith for \$50.

The proper recording of expenses includes: \$350 to the lodging, \$200 to M&IE comptroller objects and a reduction of the travel advance expense to zero.


- e. When the traveler incurs reimbursable travel expenses which are less than the travel advance received, the travel claim must be accompanied by a check or money order from the traveler, for the difference. The claim for reimbursement must be processed in order to properly record the travel expense incurred. Process the travel claim payable to the traveler. When the agency receives the warrant, have the traveler endorse the warrant. The accounting office will deposit the warrant and the traveler's check or money order to the travel advance comptroller object, as a reduction of expenditure.

For example:

**ADVANCE EXCEEDS EXPENSE** - An advance of \$500 is given to J. Smith, whose card was canceled, with the advance expense posted to comptroller object **6571**.

The travel claim includes \$250 of lodging ( **6531**) and \$200 of M&IE ( **6541**).

The travel claim would not include a travel advance amount.

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The proper recording of expenses includes: \$250 to the lodging and \$200 to M&IE comptroller objects.

When the warrant is received, J. Smith will endorse it and present the agency with a traveler's check or money order for the amount by which the advance exceeds the expense.

The agency will deposit the warrant and the traveler's check or money order for \$50, as a reduction of expense in comptroller object **6571**. This records the expenses accurately and reduces the travel advance expense to zero.


- f. Each month the travel advance accounts must be reconciled. The amount of travel advances outstanding should equal the amount on DAFR 7470 (monthly microfiche), Appropriation Activity Detail Expenditures by Comp Obj and Fund. (Other reports with this information include DAFR's 6510 and 9210). Verify that all reductions were made to the correct travel advance account (in-state/out-of-state) and PCA or Index as the original advance. At the end of the fiscal year, all travel advance accounts should be zero.

### 3. COMPLIANCE REVIEWS

According to A.R.S. § 38-621 and 622, the General Accounting Office shall perform compliance reviews for all agencies who release travel claims for payment. The following information will be reviewed.


#### a. Required Information on Claim

1. Employee's name and address (indicate if employee address is on file)
2. Vendor number
3. Duty post address
4. Purpose of travel
5. Driver's license number
6. Employee signature
7. Authorized signature
8. Dates, times, departure/arrival addresses
9. Commute miles deducted from private mileage
10. Odometer readings


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- b. Required Back-Up Attached
  - 1. In-State - hotel receipts, ATM receipts, travel advance request, approved exception memos, other receipts as needed.
  - 2. Out-of-State - Approved GAO-509, hotel receipts, travel advance request, conference brochure, itinerary, or airline fare receipts, ATM receipts, rental vehicle receipts, approved exception memos, other receipts as needed.
- c. Other Information Verified - business calls only (noted as such on the travel claim), correct comptroller objects used, contracted travel agent used, no rental vehicle insurance reimbursed, free parking used, off-contract approval form, furnished meals not reimbursed.
- d. It is recommended that the dates of travel and other descriptive information be put into the description field when the claim is processed on AFIS.

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## STATE-CONTRACTED CORPORATE CARD

### a. Terms and Conditions - Agency Responsibilities:

- Issuance of State Contracted Corporate Cards to employees must be controlled and limited to those employees identified as frequent travelers. Authorization of employee applications and the setting of ATM limits for corporate cards is the responsibility of the agency head. Any delegation of this authority must be documented in writing, maintained by the agency and must be available for audit or review.
- Distribution of corporate card applications to employees and submission of authorized applications to the State Corporate Card contractor is the responsibility of the agency travel coordinator.
- Each agency must maintain records of each employee who has applied for, received or been denied a State Contracted Corporate Card. These records must be reviewed semi-annually to ensure that employees with corporate cards are frequent travelers. Corporate cards held by employees who no longer meet the frequent traveler criteria must be canceled.
- Each agency must have procedures in place to ensure cancellation of corporate cards issued to employees who leave State service through resignation, retirement or termination. Cancellation must occur within 30 days of the last day of employment. At a minimum, this procedure must include a monthly comparison of employees who have left the agency with employees who have been issued corporate cards.
- When an employee, who has been issued a corporate card, transfers to another State agency, the travel coordinator at the receiving agency and the State Corporate Card Contractor must be notified. Notification is the responsibility of the travel coordinator of the losing agency.


### b. Terms and Conditions - Employee Responsibilities:

- The State Contracted Corporate Card will be available only to employees who qualify as frequent travelers. Each frequent traveler must apply for the State Contracted Corporate Card or may forego the opportunity to obtain travel advances.
- The card is to be used primarily for authorized travel related costs incurred while traveling on State business (i.e., airfare, lodging, car rental, meals, cash advances for nominal expenditures or those which are not chargeable).

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- The employee is liable for all charges and for making all payments on a timely basis. The State will reimburse the employee for allowable expenses upon presentation of the properly completed Employee Travel Claim (Form GAO-503 or GAO-503EZ) with required documentation. Full payment should be made upon receipt of the statement, but not later than receipt of the next statement. If not paid in full, delinquency charges will accumulate following the subsequent billing cycle [sixty (60) days after the billing statement on which the charges first appeared]. These delinquency charges are the responsibility of the employee.
- The State is not responsible for any charges or resolving disputes associated with billing.
- ATM cash advance fees, as determined by the State Corporate Card Contractor, are reimbursable when an employee is in travel status overnight. Reimbursement is limited to once every five (5) days when in travel status. To receive reimbursement, the employee must use the State Contracted Corporate Card. Cash advances should be made primarily for amounts necessary for nominal travel expenses or those which are not chargeable.
- Delinquency expenses on the card are not reimbursable. Ample time (60 days) is allowed to submit a complete and accurate travel claim, receive reimbursement, and make full payment before delinquency charges are incurred.
- Card privileges may be canceled at any time, by agency management, due to change in duties or termination of employment.
- Upon resignation, retirement, or termination from State service, the card must be surrendered.
- Employees must sign an affidavit of acknowledgment and understanding of policies and procedures for use of the corporate card.


The above represents the minimum compliance requirements by the Arizona Department of Administration, General Accounting Office, for individual travelers utilizing the State Contracted Corporate Card. Each agency may use the form provided (see sample on p. D17), or adopt one to meet specific needs, provided the above elements are included.

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c. Travel Advances using ATM with Corporate Card

- (1) Travelers may use a State Contracted Corporate Card to obtain a travel advance from an automated teller machine (ATM). Cards are primarily for use while on official State duty.
- (2) ATM cash advance fees, as determined by the State Contracted Corporate Card Contractor, are reimbursable when an employee is in travel status overnight. Reimbursement is limited to once every five (5) days. To receive reimbursement, the employee must use the State Contracted Corporate Card. Cash advances should be made primarily for amounts necessary for nominal travel expenses or those which are not chargeable. The ATM receipt or copy of corporate card billing is required for reimbursement.
- (3) Because there is a charge for each cash withdrawal from an ATM, the number of cash advances received through the use of ATM's should be held to a minimum. It is recommended that each advance be an amount of at least \$60.00.

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**TERMS AND CONDITIONS FOR USE OF THE STATE OF  
ARIZONA CONTRACTED CORPORATE CARD**

- The State Contracted Corporate Card will be available only to employees who qualify as frequent travelers.
- The card is to be used primarily for authorized travel related costs incurred while traveling on State business (i.e., airfare, lodging, car rental, meals, cash advances for nominal expenditures or those which are not chargeable).
- The employee is liable for all charges and making all payments on a timely basis. The State will reimburse the employee for allowable expenses upon presentation of the properly completed Employee Travel Claim (Form GAO-503 or GAO-503EZ) with required documentation. Full payment should be made upon receipt of the statement, but not later than receipt of the next statement. If not paid in full, delinquency charges will accumulate following the subsequent billing cycle [sixty (60) days after the billing statement on which the charges first appeared]. These delinquency charges are the responsibility of the employee.
- The State is not responsible for any charges incurred on this card or for resolving disputes associated with billing.
- Only allowable travel expenses will be reimbursed by the State.
- ATM cash advance fees, as determined by the State Contracted Corporate Card Contractor, are reimbursable when an employee is in travel status overnight. Reimbursement is limited to once every five (5) days. To receive reimbursement, the employee must use the State Contracted Corporate Card. Cash advances should be made primarily for amounts necessary for nominal travel expenses or those which are not chargeable.
- Delinquency expenses on the card are not reimbursable. Ample time (60 days) is allowed to submit a complete and accurate travel claim, receive reimbursement, and make full payment before delinquency charges are incurred.
- Card privileges may be canceled at any time, by agency management, due to change in duties, or termination of employment.
- Upon resignation, retirement, or termination from State service, the card must be surrendered.
- Employees must sign an affidavit of acknowledgment and understanding of policies and procedures for use of the corporate card.

I have received, read, understand, and agree to comply with the policy governing use of the State Contracted Corporate Card.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

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### STATE CONTRACTED TRAVEL AGENT

The following services are provided by and must be utilized by travelers:

a. In-State Travel:

Arrangements for common carriers such as air fare, bus, train, etc.

b. Out-of-State Travel:

All travel arrangements including:

- Air Fare
- Hotel Accommodations
- Vehicle Rental, if approved in advance

All means all, including conferences, seminars, training or meetings. If the traveler is unable to utilize the services of the State Travel Agent, they must submit and get approved a SPO-150, Off Contract Request Form prior to engaging in making travel arrangements.

The following services are provided by and may be utilized by travelers:

a. In-State Travel:

Arrangements for hotel accommodations and vehicle rental when approved by the agency's authorized individual.


Documentation provided by the State Travel Agent should be retained and submitted with the travel reimbursement claim.

### STATE CONTRACTED FLEET RENTAL CONTRACT

**The following procedures are to be followed when using the new in-state fleet rental program:**

#### **1. Tucson and Outlying Areas:**

**As of January 1, 1999, Enterprise Rent-A-Car will be the exclusive provider of rental cars for the Department of Administration in Tucson, Arizona. We would like to make this transition as easy as possible. In order to provide you with the highest level of customer service we have put together the following rental plan.**

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**a. Reservations:**

**Reservations for sedans can be made without notice. We will require 24 hour notice for minivans and 5 day advance notice for 15 passenger vans.**

**All reservations should be called or faxed (using the faxed reservation form) into our downtown location who will give you a reservation number at the time of the request. The phone number is (520) 792-1602, the fax number if (520) 792-0254.**

**\*\*You must mention customer number LA9823 when making a reservation in Tucson to guarantee the correct rates and services in Tucson, or LA9824 for our outlying offices.**

**b. Pick Up/Return:**

**Open Hours:**

**Enterprise Rent-A-Car will offer a free pick up service from your home or office during the hours of 7:30 AM to 6 PM, Monday through Friday, and Saturdays from 9 AM to 12 PM. Due to the high volume of rentals we will offer only a pick up service, all transactions will take place in our rental branch.**


**Early Rentals-Monday Mornings:**

**Enterprise Rent-A-Car has 3 locations in Tucson which offer Sunday hours. Should you need a car on a Monday morning before 7:30 AM you can contact one of the 3 following locations to set up a Sunday afternoon (up to one hour before closing) rental:**

<b>Northwest</b>	<b>4145 W. Ina Road, #161</b>	<b>520-579-7900</b>	<b>Sunday 9 AM - 2 PM</b>
<b>Airport</b>	<b>6667 S. Tucson Blvd.</b>	<b>520-295-7087</b>	<b>Sunday 9 AM - 6 PM</b>
<b>Northeast</b>	<b>6715 E. Tanque Verde Rd.</b>	<b>520-298-7087</b>	<b>Sunday 9 AM - 2 PM</b>

**These 3 offices only offer the pick up service within their territory on Sundays. If you would normally deal with a different branch, you would need to furnish your own ride to the office in order to pick up the car. Each of these locations has public parking available to those who wish to leave their car on the lot at their own risk. Enterprise Rent-A-Car will not accept responsibility for a personal car left on one of our parking areas.**

**\*\*We will not charge you for Sunday as long as the car is picked up no earlier than one hour before closing time (two hours at the airport location).**

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**For earlier rentals you would pay for the extra day - as you did with the motorpool.**

**Early Rentals Tuesday - Friday:**

**You will need to make a reservation for your rental car for the evening before your early morning trip. You may pick the car up anytime after 5 PM without being charged for the extra day - we will start charges the following morning.**

**Returns during open hours:**

**The renter can return the vehicle to the nearest Enterprise location and the Enterprise office will give the customer a ride back to their home or office in that area. If the return location is different from the original rental location, the renter will need to notify the original rental office to make arrangements.**

**Returns After-hours:**

**The rental vehicle needs to be returned during office hours, to the rental office, unless prior arrangements have been made. Two of our locations have after-hour drop off capabilities:**


<b>Northeast</b>	<b>6715 E. Tanque Verde Road</b>	<b>520-298-7087</b>
<b>Airport</b>	<b>6667 S. Tucson Blvd.</b>	<b>520-295-1964</b>

**For all other late night returns we will ask you to turn in the rental car the following morning during office hours and we will then give you a ride back to your office or home. As long as the vehicle is returned by 9 AM there will not be an additional day charged.**

**c. Rental Procedure:**

- 1. Each state employee will be required to show their drivers license and State ID card each time they rent a car. In order to assist your accounting department, Enterprise will also require the State agency, division, cost center and office phone number from the renter.**

**\*\*To ensure a quick and smooth transaction the renter should be sure to mention customer number LA9823 for Tucson rentals and LA9824 for rentals outside Tucson and Phoenix.**

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**\*\*Once a customer has completed one rental all of their rental information will be saved in our system under either their home phone number or drivers license number. As long as this information is given each time a reservation is made. Enterprise can do all necessary paperwork prior to the renters arrival to our office.**

- 2. The Enterprise representative will go over the rental contract with the renter and have them sign in the appropriate places on the rental contract and do a complete walkaround inspection with the renter.**

**d. Billing:**

**All rentals will be billed on a calendar day basis (as opposed to 24 hour rental). However, as stated previously, a car may be picked up one hour before close prior to the day of the rental in the instance the renter the renter needs to leave before 7:30 AM. A renter may also return a car the morning after the rental, as late as 9 AM, without being charged an extra day.**

**All invoices will be sent to: ADOA, MSD Accounting  
1700 W. Washington, Room 210  
Phoenix, AZ 85007**

**e. Fuel:**


**Enterprise will rent all vehicles with a full tank. You are not required to refuel before returning.**

**Fuel Cards will not be issued, each individual state agency will be responsible for reimbursing employees for out of pocket expenses.**

**f. Vehicles:**

**The state will pay for up to a Standard size car based on the number of people traveling. Standard size cars include: Dodge Stratus, Pontiac Grand Am, Buick Skylark and others. We do not guarantee a specific vehicle, we will guarantee an specific class.**

**It is the responsibility of the agency to establish policies which provide equal treatment for employees using this program and employees who are using rental vehicles for out-of-state travel.**

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**g. Breakdowns:**

**In the event of a breakdown during open hours (M-F - 7:30-6:00 & Sat 9:00-12:00) you can call 1 800 RENT A CAR, and reach the nearest Enterprise location. After-hours you will reach our roadside assistance service who will then help you find assistance until our nearest local office reopens.**

**h. Accidents:**

**If the renter is involved in an accident, or notices parking lot damage/vandalism, the renter must get a police report and then immediately call the Enterprise location the vehicle was rented from. The renter will need to complete an accident report with Enterprise and also contact the ADOA Fleet Management Office to do the same.**

**I. Utilization/Tracking:**

**Enterprise will maintain a utilization record of all rentals as long as all reservations are made through our downtown Tucson location by faxed reservation.**

**Enterprise will also send a month's end report to the Department of Administration on or before the 15th of each month. This report will give the total of the number of rentals, number of rental days and total dollars spent for the previous month.**


**j. Locations:**

**Our downtown office at 549 North Stone will handle all reservations and requests.**

**Downtown      549 N. Stone      Phone: 520-792-1602    FAX: 520-792-0254**

**Tucson Locations:**

<b>Grant Road</b>	<b>2602 E. Grant Road</b>	<b>520-881-9400</b>
<b>Speedway</b>	<b>3313 E. Speedway</b>	<b>520-321-0881</b>
<b>Airport</b>	<b>6667 S. Tucson Blvd.</b>	<b>520-295-1964</b>
<b>Automall</b>	<b>4695 N. Oracle Road #117</b>	<b>520-888-8108</b>
<b>Downtown</b>	<b>549 N. Stone</b>	<b>520-792-1602</b>
<b>East</b>	<b>1720 S. Craycroft</b>	<b>520-747-9700</b>
<b>Jim Click Ford</b>	<b>1441 S. Wilmot</b>	<b>520-745-6191</b>
<b>Northeast</b>	<b>6715 E. Tanque Verde Road</b>	<b>520-298-7087</b>

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**Tucson Locations (continued):**

<b>Southwest</b>	<b>1401 W. Valencia, #151</b>	<b>520-295-9051</b>
<b>East Speedway</b>	<b>4950 E. Speedway</b>	<b>520-325-7909</b>
<b>Northwest</b>	<b>4145 W. Ina Road, #161</b>	<b>520-579-7900</b>
<b>29th Street</b>	<b>3902 E. 29th Street</b>	<b>520-584-8084</b>

**Outlying Branches:**

<b>Casa Grande</b>	<b>1990 N. Pinal Ave.</b>	<b>520-836-9050</b>
<b>Nogales</b>	<b>1831 N. Grand Ave.</b>	<b>520-281-0425</b>
<b>Safford</b>	<b>715 5th Street</b>	<b>520-428-0955</b>
<b>Sierra Vista</b>	<b>600 E. Wilcox</b>	<b>520-458-8485</b>
<b>Douglas</b>	<b>1046 G Ave.</b>	<b>520-384-1494</b>
<b>Yuma</b>	<b>661 E. 32nd Street, #A</b>	<b>520-344-5444</b>
<b>El Centro</b>	<b>292 S. Imperial Ave.</b>	<b>760-353-3600</b>
<b>Ft. Mohave</b>	<b>5110 Highway 95, #A</b>	<b>520-768-2800</b>
<b>Cottonwood</b>	<b>1423 E. Highway 89A</b>	<b>520-634-0049</b>
<b>Flagstaff E.</b>	<b>3740 E. Rte 66, #105</b>	<b>520-526-1377</b>
<b>Flagstaff W.</b>	<b>800 W. Rte 66</b>	<b>520-774-9407</b>
<b>Kingman</b>	<b>807 E. Andy Devine, #A</b>	<b>520-718-2700</b>
<b>Lake Havasu</b>	<b>1590 Industrial Blvd.</b>	<b>520-453-0033</b>
<b>Prescott</b>	<b>202 S. Montezuma</b>	<b>520-778-6506</b>
<b>Sedona</b>	<b>2550 W. Highway 89A, #2</b>	<b>520-282-2052</b>
<b>Show Low</b>	<b>651 W. Deuce of Clubs</b>	<b>520-537-5144</b>
<b>Bullhead</b>	<b>600 N. Highway 95, #103</b>	<b>520-754-2700</b>
<b>Globe</b>	<b>1905 N. Broad Street</b>	<b>520-425-0285</b>

**Customers can always reach the office closest to them by dialing 1 800 RENT A CAR**


**If you have questions contact 520-298-8686**

**2. Phoenix**

**ADOA Fleet Management/Enterprise Rent-A-Car (ERAC) Procedure for Phoenix as of January 1, 1999.**

**a. Making Reservations:**

**The ADOA Fleet Management Office will take the initial call and complete the fax reservation form for the renter and fax it to the Downtown Phoenix Office at 257-4505.**

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**The downtown Phoenix Enterprise Office will receive the reservation and pick up or deliver the car from their office or transfer the reservation to the nearest Enterprise location. ERAC will call the renter to confirm the reservation.**

**The authorized rental vehicle sizes on the contract are compacts, intermediates, standards, Minivans, 15 Passenger Vans, Pick Up Trucks, Sport Utility Vehicles, and Cargo Vans.**

**Reservations for sedans can be made without notice. Enterprise will require 24 hour notice for Minivans and 5 day notice for 15 Passenger Vans.**

**b. Picking Up the Rental Vehicle:**

**Each state employee will be required to show their drivers license and State ID card. Enterprise will also require the State agency, division, cost center and office phone number from the renter.**

**The Enterprise representative will go over the rental contract with them and have the customer sign in the appropriate places on the rental contract and walk them to their rental vehicle.**

**Early morning pick ups can be arranged accordingly.**

**c. Returning the Rental Vehicle:**

**The renter can return the vehicle to the nearest Enterprise location and the Enterprise office can give the customer a ride back.**


**Most Enterprise locations are open M-F 8AM-6PM and SAT 9-1PM. The rental vehicle needs to be returned during office hours unless prior arrangements have been made with the location.**

**After hour returns can be arranged accordingly.**

**d. Fuel:**

**Enterprise will rent all vehicles with a full tank. The renter is not required to refuel before returning.**

**Fuel cards will not be issued and each individual State agency will be responsible for reimbursing employees for any out of pocket expenses.**

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**e. Billing:**

**All rentals are based on calendar day billing and all reservations made by the ADOA Fleet Management Office will be directly billed to the State.**

**All invoices will be sent to: ADOA, MSD Accounting  
1700 W. Washington, Rm. 210  
Phoenix, AZ 85007**

**There will be 3 different Enterprise Rent-A-Car customer numbers (Phoenix Metro Area, Tucson Metro Area, Outlying AZ) and 3 separate billing statements that will be mailed out on the 5th of every month.**

**f. Breakdowns:**

**In the event of a breakdown during open hours (M-F 8AM-6PM & SAT 9AM-Noon), the renter can call 1-800 RENT A CAR, and reach the nearest Enterprise location. After-hours the renter will be connected to roadside service who will then help find assistance until a local office reopens.**

**g. In Case of an Accident:**

**If the renter is involved in an accident, the renter must get a police report and then immediately call the Enterprise location the vehicle was rented from. The renter will need to complete an accident report with Enterprise and also contact the ADOA Fleet Management Office to do the same.**

**h. Utilization Reports:**

**The Downtown Phoenix Enterprise Office will fax a daily log sheet to the ADOA Fleet Management Office listing the rentals that went out that day. This log will have the following information: renter's name, agency, division, cost center, phone number, start date, return date, car class/rate, invoice number, confirmation number, Enterprise branch location.**

**All monthly utilization reports from Enterprise Rent-A-Car will be sent to the ADOA Fleet Management Office by the 15th of the following month. These reports can be customized as needed throughout the contract period.**